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San Francisco Public Library
Post Occupancy Evaluation



16 July 1999
Draft Report

DOCUMENTS DEPT.

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San Francisco Public Library Post Occupancy Evaluation
Draft Final Report July 16, 1999

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Floor: **First Floor**

Project Number: **P5.11a**

Proposed Change: **Locate security gates closer to Grove Street entry, prior to curved atrium stair to 2nd floor. Identify curved atrium stair as the main stair leading to the upper floors of the library**

Anticipated Outcome:

Architectural Modifications:

Floor—
Base—
Walls—
Ceiling—
Casework—
Equipment—

Structural Modifications:

HVAC Modifications:

Telecom Modifications:

Cost:

INCOMPLETE

Floor: **First Floor**
Project Number: **P5.11b**
Proposed Change: **Increase quantity of light at elevators**
Anticipated Outcome:

Architectural Modifications:

Floor—
Base—
Walls—
Ceiling—
Casework—
Equipment—

Structural Modifications:

HVAC Modifications:

Telecom Modifications:

Cost:

INCOMPLETE

Floor: **First Floor**

Project Number: **P5.11c**

Proposed Change: **Improve signage to all functions on first and second floors; improve directories throughout the building**

Anticipated Outcome:

Architectural Modifications:

Floor—
Base—
Walls—
Ceiling—
Casework—
Equipment—

Structural Modifications:

HVAC Modifications:

Telecom Modifications:

Cost:

INCOMPLETE

Floor: **First Floor**

Project Number: **P5.11d**

Proposed Change: **Eliminate ineffective use of elevators #3 and #4 for the Children's library; users will access the Children's Library from the second floor elevator lobby which will be connected to it**

Anticipated Outcome:

Architectural Modifications:

Floor—
Base—
Walls—
Ceiling—
Casework—
Equipment—

Structural Modifications:

HVAC Modifications:

Telecom Modifications:

Cost:

INCOMPLETE

Floor: **First Floor**
Project Number: **P5.11e**
Proposed Change: **Remove ceremonial stair**
Anticipated Outcome:

Architectural Modifications:

Floor—
Base—
Walls—
Ceiling—
Casework—
Equipment—

Structural Modifications:

HVAC Modifications:

Telecom Modifications:

Cost:

INCOMPLETE

| SAN FRANCISCO PUBLIC LIBRARY | | Post-Occupancy Evaluation | | Checklist of Outstanding Non-functional Items | |
|---------------------------------------|---------------|---|--|---|--------|
| Keyword | Source | Location | Description | Category | Status |
| 1 AC plenums | War Log | penthouse | AC-1 plenum gauge not working | | |
| 2 AHU | AHU 1 and AHU | sanitization shield | Condensate drip pans not working | | |
| 3 air exhaust | JC | Latinofol Ispanic Rm | fan, breach in air exhaust | | |
| 4 audiovisual system | RIP | creativity center #1 | infrastructure not complete | | |
| 5 audiovisual system | RIP | community Meeting Room | infrastructure not complete | | |
| 6 audiovisual system | RIP | Koret Conference Room | AV sensor missing | | |
| 7 audiovisual system | JC | public address system | infrastructure not complete | | |
| 8 audiovisual system | JC | Needs Clarification | doesn't reach all areas of the library | | |
| 9 BI access point | War log | on floors 3,4,5 | sump pump failure, crawl space mildew | | |
| 10 book carts | RIP | basement | in planning study | | |
| 11 book drop | RIP | book drop room # | equipment fails, jams, does not protect books and films | | |
| 12 book return system | RFP | room # | in planning study | | |
| 13 book sorting room | RFP | letter from CA Council/Blind 6/17/97 | in planning study | | |
| 14 Braille signs | War Log | loading dock | | | |
| 15 Brooks Hall driveway | RFP | Room 310, 411 | | | |
| 16 ceilings | MS | radio | some working areas blacked out | | |
| 17 communications repeater | JC | | welded elements bump, bind and fail | | |
| 18 compact stacks | MS | | | | |
| 19 compactor | MS | | | | |
| 20 computers | | | | | |
| 21 conveyor system | | | | | |
| 22 cooling tower | | | | | |
| 23 cooling tower access | | | | | |
| 24 door | JC | all floors | in planning study | | |
| 25 door | JC | all floors | numerous software and mechanical problems | | |
| 26 door | JC | M44D | platform and operations clearance needed | | |
| 27 doors | JC | Hyde Street M97 | ADA AidJ Panic Hardwar | | |
| 28 doors exit # | JC | M60B | conflict with seismic joint cover, door malfunction | | |
| 29 doors exit # | JC | Books Arts Center | Provide poere motor | | |
| 30 doors exit # | JC | Grove St | no hardware installed or specified | | |
| 31 doors, fire separation | JC | emergency generator room | needs motor, door closes with too great a force during emergencies | | |
| 32 doors, glass | MS | staff room corridor and entrance | Revisions necessary | | |
| 33 doors, glass | JC | auditorium, community rm, other | Frequently Out of Adjustment, card key access fails | | |
| 34 doors, glass | | building wide | need in different locations that programmed | | |
| 35 doors, interior | JC | grand stairs and bridges | door stops failing too small | | |
| 36 doors, interior | JC | buildingwide | damages surfaces, inadequate door stops | | |
| 37 doors, stair exit | JC | various locations | hardware unstable, lock frequently slips with use | | |
| 38 doors, fire separation--s, retract | MS | throughout | users bumped while bending to use card access | | |
| 39 electromagnetic field | | various locations | door closer functions malfunctioning | | |
| 40 elevators | JC | Gallery, Grove St Entrance | missing magnetic hold opens | | |
| 41 emergency generator room | | cracked glass in Elev 1, loose rails in 1,2,3 | | | |
| 42 entrance | | | | | |
| 43 fire equipment | MS | | | | |
| 44 fire smoke dampers | MS | | | | |
| 45 floors | RFP | | | | |
| 46 furniture | RFP | | | | |
| 47 furniture, custom | RFP | | | | |
| 48 furniture, desks | RFP | | | | |
| 49 furniture, shelving | RFP | | | | |
| 50 furniture, tables | RFP | | | | |
| 51 guardrail | JC | 3rd floor over bridge | replace, lookitell | | |
| 52 Handrail | JC | widen Main atrium ramp | ADA changes required, See detail prep. By SMMW | | |
| 53 handrails | MS | various locations | not provided, users tripping and falling/falling. | | |
| 54 hardware | JC | Special Collections | ADA changes required | | |
| 55 HVAC system-cooling | MS | Security Office, TV Studio | not adequate | | |
| 56 HVAC system-heating | MS | Tech services, Blind services | not warm enough in winter | | |
| 57 Kitchens - | MS | Staff Rooms | no stoves, hoods and exhausts not provided | | |

LEGEND:

* Recurring Maintenance Issue

** Library Staff Can Fix

*** Requires Technical Advice on Repair Strategies

| SAN FRANCISCO PUBLIC LIBRARY | | | Checklist of Outstanding Non-functional Items | | | |
|--------------------------------------|---------|-------------------------------------|---|----------|--------|--------|
| Keyword | Source | Location | Description | Category | Subcat | Status |
| 58 Kitchens (pantry) | MS | Latino-Hispanic Community Room | equipment incomplete | | | |
| 59 Kuret Auditorium | MS | | no access, need maintenance strategy | | | |
| 60 lighting | MS | Fiber Optic Art Wall | Relocate fixture | | | |
| 61 lighting | JC | room L49 | concrete floor uneven, trip hazard, rubber infill piece missing | | | |
| 62 loading dock | MS | Brouks Hall Driveway | needs steel ramp | | | |
| 63 loading dock | JC | Driveway | broken, not used, key stolen | | | |
| 64 lockers | JC | various locations | anchor screws on louver doors falling off | | | |
| 65 louvers | JC | roof, main atria | No access provided | | | |
| 66 maintenance procedure | MS | main air plenum, lineal exhaust | Uneven, tripping hazard | | | |
| 67 mud grates | JC | Larkin Street Entry | dampener movements labored cue to corrosion | | | |
| 68 outside air dampers | MS | penithouse | pavers slipping from anchor points | | | |
| 69 pavers, exterior | MS | seismic joint, perimeter, entrances | failed pavers, removal difficult giving required cleaning frequency | | | |
| 70 pavers, exterior | MS | drain locations | need in different locations than programmed | | | |
| 71 power | MS | TBD | not accessible, door stand open | | | |
| 72 power | MS | Reference desk | problems need further definition | | | |
| 73 power | MS | Paging Desk | See Separate List - Operational Items | | | |
| 74 public address system | MS | throughout | spacers crack, fail glass panels loose | | | |
| 75 punchlist | MS | various items | failing due to heavy use | | | |
| 76 railings | MS | around various atria | locking mechanisms broken | | | |
| 77 restroom, public- dispensers | MS | first thro 6th floor | inability to clean open hours; see planning study | | | |
| 78 restroom, public- partitions | MS | first thro 6th floor | inadequate number, see planning study | | | |
| 79 restrooms, public | MS | | | | | |
| 80 restrooms, staff | MS | 1st through 6th floors | | | | |
| 81 sealing | MS | TBD | | | | |
| 82 security cameras | JC | loading dock | install at L38 | | | |
| 83 security gates | JC | TBD | | | | |
| 84 security system | JC | card key access | install at elevator S for access to 6th floor | | | |
| 85 security system | JC | card key access | install at doors U65B, M65A, S21A, L57A, L57B, L35C, L35D | | | |
| 86 security system | JC | see MS List | numerous missing items | | | |
| 87 seismic joint, base isolation pit | MS | building perimeter - throughout | detail doesn't prevent water penetrations in interior walls below grade | | | |
| 88 service desks | War Log | various location | veneer delaminating, especially at door pulls | | | |
| 89 signs | JC | type 2 and 4 | revisions necessary, no specifics | | | |
| 90 signs | JC | type 2, 2 | replace spanish text | | | |
| 91 skylight | MS | main atrium | allows ultra violet light on exhibit cases and display | | | |
| 92 skylight drains | MS | roof, main atria | do not accommodate volume of water, leaks in atria | | | |
| 93 smoke dampers, end switches | MS | | difficult to reach to adjust | | | |
| 94 smoke evac monitoring panel | MS | ??? | criteria for testing equipment and monitoring devices | | | |
| 95 stair # 1 | | | | | | |
| 96 stairs | | | | | | |
| 97 Stores | | | | | | |
| 98 telecommunications | MS | throughout | in planning study | | | |
| 99 thresholds | MS | entrances, fire exits | water penetration during pavement and building washdown | | | |
| 100 Training Center | MS | | | | | |
| 101 VAV Boxes | MS | | | | | |
| 102 vitrines | CR | Grove/Hyde Façade | not functional | | | |
| 103 walls | CR | Various sealing, bays | Water intrusion, perhaps from Chilsiens terrace wall cap | | | |
| 104 water heater, drip pan | War log | Café | chains damaged unprotected Gyp Board where sealing bay is tight | | | |
| 105 window operators, remote | | 2nd Floor elevator lobby | worn drain, rusting out | | | |
| 106 window washing equipment | | swingstage equipment all locations | interior and exterior, rigging system provided is inadequate | | | |
| 107 windshield-software | | | Operating Problems | | | |
| 108 windowshades | | north side | eliminated per value engineering glare problems | | | |
| 109 windowshades | | South, West sides | Glare form adjacent buildings, no local control | | | |
| 110 wiring | | | | | | |
| 111 wood panel | JC | auditorium | revise anchoring system, wood panels difficult to move | | | |

LEGEND:

• Recurring Maintenance Issue

•• Library Staff Can Fix

••• Requires Technical Advice on Repair Strategies

NEW MAIN LIBRARY PROJECT - OPERATIONAL ITEMS

LEVEL 26

4/1/98

RECEIVED
MAR 22 1999

| RMA NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HH-IN COMP | APPRD | |
|--------|---------|-------|--|------------|-------|------|
| | | | | | BY | DATE |
| L04 | 1/18/98 | HH-IN | CUSTOMER SUPPLIES (A.7 @ 4.5): CEILING/SOFTIE JUNCTION BOX IN CEILING LEFT OPEN. PROVIDE COVER PLATE | | | |
| L12 | 2/14/98 | HH-IN | ELEVATORS 3 & 4 MACHINE ROOM (B @ 7.6): TWO OUTLETS ON EAST WALL NEVER INSTALLED. | | | |
| L13 | 3/12/98 | HH-IN | COMPACT STACKS (A @ 9): SOUTH WALL: WIRING EXPOSED BETWEEN TWO CONDUITS. CONDUITS NOT JOINED ABOVE DOOR 113A. ONE OUTLET NOT INSTALLED ON EAST WALL OF ROOM | | | |
| L14 | 1/2/98 | HH-IN | CORRIDOR (B.5): EXIT SIGN BY SECURITY CAMERA IS IN REVERSED FACING NORTH. DAMAGED SECURITY CAMERA'S PROTECTIVE LENS. EAST WALL. DRINKING FOUNTAIN'S BACK PLATE IS RUSTED. LOW EXIT SIGN BY DOOR 112A. INSTALLED STAINED AND DAMAGED. | | | |
| L19 | 2/14/98 | HH-IN | STUDIO B (C.5 @ 1.9): WALL/DOOR OUTLET IS IN CONFLICT WITH CBLING. | | | |
| L25 | 2/14/98 | HH-IN | STUDIO A (E @ 1.2): LIGHTING CONTROLS: TWO SWITCHES INSTALLED INSTEAD OF THREE | | | |
| L31 | 2/14/98 | HH-IN | ELECTRIC ROOM (C @ 1.3): ELECTRIC PANEL COVER PLATE NOT INSTALLED. | | | |
| L36 | 2/14/98 | HH-IN | PRE FUNCTION (G.7 @ 9): GAPS AROUND SMOKE DETECTOR NEED TO BE SEALED. HOLE IN CEILING NEXT TO SMOKE DETECTOR. | | | |
| L38 | 2/14/98 | HH-IN | GALLERY (G.5 @ 7): COVER PLATES LEFT OPEN ABOVE FIXED BENCHES. NORTH AND EAST WINDOW WALL: HORIZONTAL WILLOW IS FALLING APART. | | | |
| L45 | 3/12/98 | HH-IN | MECHANICAL ROOM (G.8 @ 1.3): LIGHT FIXTURES: ONLY ONE LIGHT FIXTURE INSTALLED IN COOLING/FILTER ROOM. PLANS SHOW 1/2 DOZEN FIXTURES. | | | |
| L46 | 3/12/98 | HH-IN | MECHANICAL ROOM BY MACHINE SHOP (E.2 @ 1): NORTH WALL: VERTICAL EXPANSION JOINT COVER PLATE NOT INSTALLED | | | |
| L49 | 3/12/98 | HH-IN | WEST CORRIDOR (ALONG GRID LINE 2): SOUTH WALL: VERTICAL EXPANSION JOINT COVER PLATE NOT INSTALLED | | | |
| L50 | 12/4/98 | HH-IN | EXIT SIGN AT SOUTH END (FACING EAST) IS IN THE WRONG LOCATION AND DIRECTION | | | |
| L53 | | HH-IN | SERVICES OFFICE (C.3 @ 1.5): | | | |

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HMN COMP | BY | APPRD DATE |
|-------|----------|-----|--|----------|----|------------|
| L53 | 12/29/86 | REI | TWO DATA OUTLETS NOT PROVIDED TO TWO WORK STATIONS | | | |
| L57 | 9/12/86 | HMN | CORRIDOR (C.5 @ 6.1): CEILING/SOFTT: EXIT SIGN INSTALLED IN REVERSE BY ROOM 1.611. | | | |
| L58 | 2/7/86 | HMN | JANITOR STORAGE (C @ 8.8): PIPE UNDER SINK IS RUSTED AND STAINING THE FLOOR BELOW | | | |
| L66 | 2/14/86 | HMN | MEANS STAFF TOILET (C.7 @ 8.6) DOOR 1.60A: GROUTING INCOMPLETE AROUND DOOR FRAME. | | | |
| L78 | 3/23/86 | HMN | LOBBY BY MEETING ROOM (L.89) (F @ 7.5): CEILING/SOFTT: GWN IS DAMAGED AROUND EXIT SIGN. EXIT SIGN IS LOOSE AND NOT FLUSH. | | | |
| L76 | 3/23/86 | REI | EXIT SIGN INSTALLED IN REVERSE FACING WEST. | | | |
| L80 | 3/11/87 | AV | LATINO HISPANIC MEETING ROOM Operation remote control is not readily switching the video scanner. | | | |
| L83 | 3/12/86 | HMN | CORRIDOR (F.5 @ 3): CEILING/SOFTT: SECURITY CAMERA COVER PLATE NOT FLUSH WITH CEILING PLIN AND IS COMING OFF. | | | |
| L83 | 3/12/86 | REI | EXIT SIGN BY WEST WALL IS LOOSE. IN THE WRONG LOCATION INCLUDING ARROW DIRECTION. | | | |
| L85 | 4/8/86 | REI | DARK ROOM (E.7 @ 3.8): ONE LIGHT SWITCH FUNCTION IS UNKNOWN | | | |
| L91 | 3/15/86 | REI | STORAGE (H @ 7): NO LIGHT FUTURE INSTALLED. LIGHTING CONTROL IS INSTALLED BUT NOT CONNECTED | | | |
| L92 | 2/23/86 | HMN | JANITOR CLOSET (D @ 8.2): CEILING/SOFTT: OPEN 1 BOX LEFT IN CEILING | | | |
| L94 | 3/15/86 | REI | SORTING ROOM PANTRY (C @ 9.5): OUTLET NOT INSTALLED ON NORTH WALL | | | |
| L94 | 3/15/86 | REI | LIGHT CONTROL WIRE WIARED TO FUTURE S IN ROOM L58. LIGHTS IN RM L94 SHOULD BE INDEPENDENT | | | |
| L101 | 3/12/86 | REI | MECHANICAL ROOM (H @ 6.5): CONDUIT TO SMOKE DETECTORS JUNCTION BOX IS NOT SUPPORTED AT THE CEILING. | | | |
| L101 | 3/12/86 | REI | CONNECTION BETWEEN CONDUIT AND SMOKE DETECTOR JUNCTION BOX IS BROKEN AND WIRING IS EXPOSED. | | | |
| L103 | 3/12/86 | HMN | CORRIDOR (G.5 @ 5.8): CEILING/SOFTT: EXIT SIGN NOT INSTALLED ABOVE DOOR 1.105A. OUT OUT IS PROVIDED. | | | |
| L103 | 3/12/86 | HMN | DOOR 1.105A: OIL LEAK FROM DOOR CLOSER. DOOR IS STAVED. | | | |
| L103 | 3/12/86 | HMN | DOOR 1.105C: MTS SMOKE DETECTOR WHEN FULLY OPENED, ALREADY BENT. | | | |

LEVEL 40

VERTICAL EXPANSION JOINT COVER PLATE NOT EXTENDED TO CEILING PER FIRE CODE
STORAGE - CORRIDOR ABOVE LOADING DOCK ALONG A.A.R.
VERTICAL EXPANSION JOINT COVER PLATE NOT EXTENDED TO CEILING PER FIRE CODE

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HMN COMP | BY | APPRO DATE |
|-------|----------|-----|--|----------|----|------------|
| M03 | 11/18/96 | H-N | WEST WALL: REMOVE 2 BOLTS AT FLOOR RAIL TO ALLOW FOR SEISMIC MOVEMENT. | | | |
| M06 | 12/28/95 | H-N | CATALOGING (A.3 @ 3.5): NORTH WALL: FIRE EXTINGUISHER COVER SCRATCHED AND GLASS IS BROKEN | | | |
| M11 | 2/29/96 | H-N | VESTIBULE TO MEN'S PUBLIC TOILET (A.7 @ 8): DOOR W/MS: DOOR CLOSER NOT INSTALLED. | | | |
| M14 | 4/2/96 | REI | ELEVATOR LOBBY EXIT SIGN INSTALLED IN REVERSE FACING SOUTH | | | |
| M15 | 2/29/96 | H-N | VESTIBULE TO WOMEN PUBLIC TOILET (A.5 @ 7): DOOR W/MS: DOOR CLOSER NOT INSTALLED. | | | |
| M18 | 4/16/96 | REI | LIGHTING INSTALLATION INCOMPLETE | | | |
| M17 | 3/4/96 | H-N | SOUTH WALL: BEAM, PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| M17 | 3/4/96 | H-N | WEST WALL: BEAM, PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| M18 | 11/13/96 | H-N | COPY ROOM (A.A.8 @ 8): SOUTH WALL: REMOVE 2 BOLTS AT FLOOR RAIL TO ALLOW FOR SEISMIC MOVEMENT. | | | |
| M20 | 1/26/96 | REI | WORK ROOM (B @ 9.5): CELLINGSOFT: MANY LIGHT FIXTURES ARE NOT FUNCTIONING AND SOME ARE NOT PROPERLY INSTALLED. | | | |
| M29 | 1/26/96 | H-N | HYDE STREET ENTRANCE (B.5 @ 12.5): CELLINGSOFT: EXIT SIGN INSTALLED IN REVERSE FACING EAST. | | | |
| M29 | 1/26/96 | H-N | CONVERTOR ROOM (E @ 9.5): JUNCTION BOX LEFT OPEN WITH EXPOSED ELECTRIC WIRING | | | |
| M47 | 2/14/98 | REI | ELECTRIC COMMUNICATION ROOM (D @ 10): WEST WALL: ACCESS PANEL NOT IN PLACE. | | | |
| M51 | 12/28/95 | H-N | RESERVE DESK (D @ 8): GLASS ON FIRE EXTINGUISHER CABINET WAS INSTALLED CRACKED. | | | |
| M56 | 2/14/96 | H-N | PUBLIC LOCKERS (A.5 @ 7): RADIUS OF LOCKERS BASE NOT EVEN OR UNIFORM | | | |
| M63 | 11/22/96 | H-N | LOCKERS NOT ALIGNED UNIFORMLY. LARGE GAPS AT THE SIDE AND AROUND STONE BASE. | | | |
| M63 | 11/22/96 | H-N | TOP LOCKERS METAL PLATE AT SOFTEN INCOMPLETE. A RETURN SHOULD BE PROVIDED. | | | |
| M66 | 1/19/96 | H-N | CONFERENCE ROOM (E.6 @ 5.5): WINDOW WALL JAMB BETWEEN JAMB AND SOUTH WALL HAS GAP NOT PROPERLY SEALED. | | | |
| M69 | 2/11/97 | AV | SWITCHING OF VIDEO SOURCES VIA GRESSTROM REMOTE IS INTERMITTENT AND PROBLEMATIC. | | | |
| M70 | 12/28/95 | H-N | DEAF SERVICE MANAGER (A.B @ 5.8): CELLINGSOFT: ACT METAL TRACK INSTALLATION AT NORTH WALL INCOMPLETE. (NOT CONTINUED) | | | |
| M71 | 1/10/96 | H-N | DEAF SERVICES (A.B @ 3.5): CELLINGSOFT: EXIT SIGN BY DOOR W/MS: INSTALLED IN REVERSE FACING NORTH | | | |
| M84 | 10/15/96 | H-N | BROWNSONG COLLECTION (C.9 @ 3.5): LOW CELLINGSOFT: | | | |
| M84 | 2/14/96 | REI | EXIT SIGN BY INFORMATION DESK COMING OFF AND CROOKED | | | |
| M84 | 1/14/96 | REI | EXIT SIGN ON COLUMN OF IS REVERSE FACING NORTH | | | |
| M97 | | | VESTIBULE BY HYDE STREET ENTRANCE (B.5 @ 12): | | | |



| RIM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HNN COMP | APPRD BY | DATE |
|--------|---------|-----|---|----------|----------|------|
| M07 | 3/4/86 | REI | EXIT SIGN INSTALLED IN REVERSE FACING EAST. | | | |
| M101 | 2/27/86 | HNN | TOILET 101 (A.1 @ 5.6) - ORIGINALLY TOILETS "M101 AND M102": WEST WALL: HAND DRYER NOT FUNCTIONAL. CEILING/SOFT: SPRINKLER HEAD COVER PLATE NOT INSTALLED - CONFLICT WITH FIRE DETECTOR | | | |
| M112 | 2/27/86 | HNN | STORAGE (E @ 9.3): LIGHT PROTECTIVE MESH GUARD NOT INSTALLED. | | | |
| M119 | 3/4/86 | E | STORAGE BY BRKE PARKING (B @ 12.4): CEILING/SOFT: SMOKE DETECTOR MISSING, NOT INSTALLED. | | | |
| M19 | 1/29/86 | HNN | | | | |

LEVEL 52

| | | | | | | |
|-----|---------|-----|--|--|--|--|
| U14 | 1/26/86 | L | MANY FIXTURES ARE NOT WORKING. | | | |
| U18 | 1/8/86 | HNN | FLOOR: HOLE IN FLOOR ALONG EAST WALL. | | | |
| U22 | 4/8/86 | REI | EXIT SIGN PLACED IN A POOR LOCATION | | | |
| U22 | 2/14/86 | REI | LIGHTING CONTROL DIMMER IS NOT OPERATIONAL | | | |
| U22 | 1/25/86 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U23 | 1/25/86 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U28 | 3/18/86 | FWS | EXHAUST GRILL: NO WIRE MESH SCREEN ON WALL OUTLET PROVIDED. | | | |
| U41 | 1/29/86 | REI | ONE LAMP NOT INSTALLED IN EMERGENCY FIXTURE. | | | |
| U41 | 2/14/86 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U50 | 3/8/86 | FWS | STORAGE: BY LARKIN STREET ENTRANCE - SOUTH SIDE: SUPPLY AIR OUTLETS: NO WIRE MESH SCREEN ON WALL SUPPLY AIR OUTLET. SOME LIGHT FIXTURES ARE NOT FUNCTIONING. | | | |
| U54 | 1/28/86 | REI | STORAGE BY LARKIN STREET ENTRANCE - NORTH SIDE: SMOKE DETECTOR NOT INSTALLED. | | | |
| U58 | 2/14/86 | REI | BRIDGE BY PULTON STREET ENTRANCE: EXIT SIGN ARROWS POINTING IN THE WRONG DIRECTION | | | |
| U71 | 1/25/86 | REI | CHILDREN'S COLLECTION 1 SEVERAL LAMPS NOT WORKING. | | | |
| U72 | 2/14/86 | HNN | CHILDREN'S ROOM 1 DOOR "U14": DOOR HINGES ARE DALLAGED AND BENT. | | | |
| U75 | 1/25/86 | REI | COPY ROOM IN CHILDREN'S LIBRARY: EXIT SIGN INSTALLED IN REVERSE | | | |

LEVEL 67

| R/N NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | H/M COMP | BY | APPRD DATE |
|--------|---------|-----|--|----------|----|------------|
| 202 | 1/20/86 | H-M | CEILING SOFFIT: EXIT SIGN AT LINES 8 & 21 INSTALLED IN REVERSED. THE EXIT ARROW IS POINTING TO THE NORTH INSTEAD OF SOUTH. | | | |
| 204 | 1/26/86 | H-M | HAND DRYER NOT WORKING. | | | |
| 224 | 2/22/86 | REI | STROBE LIGHT INSTALLATION INCOMPLETE. | | | |
| 227B | 2/11/87 | AV | CHILDREN'S PROTECTION ROOM: CRESTRON REMOTE IS NOT RELIABLY SWITCHING VIDEO SOURCES TO THE NEG VIDEO/DATA PROJECTOR. | | | |
| 231 | 2/11/87 | AV | CHILDREN'S CENTER: CRESTRON REMOTE IS NOT RELIABLY SWITCHING VIDEO SOURCES TO THE NEG VIDEO/DATA PROJECTOR. | | | |
| 238 | 1/20/86 | H-M | CEILING/SOFFIT: EXIT SIGN BY ELEVATOR IS IN REVERSED. (T I X E) | | | |
| 246 | 2/28/86 | H-M | NORTH WALL: ACCESS PANEL IS LOOSE AND COMING OUT OF WALL. | | | |

LEVEL 82

| | | | | | | |
|-----|---------|--------|--|--|--|--|
| 301 | 1/20/86 | H-M | CEILING/SOFFIT: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB AND SILL NOT PROPERLY DONE. | | | |
| 301 | 1/20/86 | REI | CEILING/SOFFIT: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB AND SILL NOT PROPERLY DONE. | | | |
| 301 | 1/20/86 | REI | EXIT SIGN BY ROOM 340 IS INSTALLED IN REVERSED FACING WEST. (T I X E). | | | |
| 301 | 3/1/86 | H-M | TALKING SIGN NOT INSTALLED. | | | |
| 301 | 3/1/86 | REI | TALKING SIGN NOT INSTALLED. | | | |
| 302 | 1/28/86 | H-M | CEILING: SMOKE DETECTOR IS COVERED WITH TAPE. | | | |
| 302 | 4/18/86 | REI | CEILING: SMOKE DETECTOR IS COVERED WITH TAPE. | | | |
| 303 | 3/28/86 | SINGER | TRANSITION TO ALL ELEVATORS INCOMPLETE. | | | |
| 303 | 3/28/86 | SINGER | TRANSITION TO ALL ELEVATORS INCOMPLETE. | | | |
| 304 | 1/26/86 | REI | STROBE LIGHT INSTALLATION NOT COMPLETE. WALL DAMAGED AROUND COVER PLATE. | | | |
| 305 | 4/2/86 | REI | STROBE LIGHT INSTALLATION NOT COMPLETE. WALL DAMAGED AROUND COVER PLATE. | | | |
| 306 | 3/5/86 | H-M | FLOORING: FLOOR INSTALLATION INCOMPLETE. | | | |
| 306 | 3/5/86 | H-M | FLOORING: FLOOR INSTALLATION INCOMPLETE. | | | |
| 306 | 3/5/86 | H-M | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. 2 HOLES ALONG EAST EDGE IN SLAB. | | | |
| 306 | 3/5/86 | H-M | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. 2 HOLES ALONG EAST EDGE IN SLAB. | | | |
| 306 | 2/11/86 | H-M | MASKING TAPE LEFT INSIDE LIGHT FIXTURE (BEHIND ACRYLIC LENS). | | | |
| 307 | 3/1/86 | REI | TALKING SIGN NOT INSTALLED. | | | |
| 307 | 3/1/86 | REI | TALKING SIGN NOT INSTALLED. | | | |
| 307 | 3/1/86 | REI | TYPE FSI NOT INSTALLED PER PLANS AND INSTALLATION INCOMPLETE. | | | |
| 307 | 3/1/86 | REI | TYPE FSI NOT INSTALLED PER PLANS AND INSTALLATION INCOMPLETE. | | | |
| 308 | 2/1/86 | H-M | CEILING/SOFFIT: SMOKE DETECTOR IS COVERED WITH TAPE. LOOSE WIRE SHOWN. | | | |
| 308 | 4/2/86 | REI | CEILING/SOFFIT: SMOKE DETECTOR IS COVERED WITH TAPE. LOOSE WIRE SHOWN. | | | |
| 308 | 4/1/86 | T | LIGHT FIXTURES: LAMP MALFUNCTIONING. | | | |
| 308 | 4/1/86 | T | LIGHT FIXTURES: LAMP MALFUNCTIONING. | | | |
| 308 | 3/5/86 | H-M | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 310 | 1/20/86 | H-M | EAST WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. | | | |
| 310 | 1/20/86 | H-M | EAST WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. | | | |
| 310 | 1/20/86 | H-M | SOUTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. | | | |

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HMM COMP | BY | APPRD DATE |
|-------|---------|------|--|----------|----|------------|
| 310 | 1/8/96 | H-M | CELLING/ROF-FIT: SOME LIGHT FIXTURES ARE NOT FUNCTIONING. ONE LIGHT FIXTURE'S REFLECTOR IS MISSING ABOVE SMO AISLE FROM EAST (ALIGNED WITH ROOM 319) | | | |
| 311 | 1/8/96 | H-M | NORTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. | | | |
| 311 | 1/8/96 | H-M | SOUTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. SOME SHADES ARE STUCK IN OPEN POSITION. (EAST SIDE) | | | |
| 312 | 3/4/96 | H-M | EAST WALL: FINISH AROUND ELEVATOR CALL BUTTON UNEVEN AND ROUGH | | | |
| 313 | 3/4/96 | H-M | WRENCH TO CALL BUTTON LIGHT IS LOOSE. LIGHT COMES ON AND OFF. | | | |
| 313 | 3/4/96 | H-M | MAGNETIC DOOR HOLD IS LOOSE AND COMING OUT OF WALL. | | | |
| 316 | 2/15/96 | H-M | FLOOR: FLOOR DRAIN IN WRONG LOCATION; DRAIN NEAR CENTER OF ROOM. FLOOR DOES NOT SLOPE TO DRAIN. | | | |
| 317 | 2/18/96 | H-M | FLOOR: FLOOR DRAIN IN WRONG LOCATION; DRAIN NEAR CENTER OF ROOM. FLOOR DOES NOT SLOPE TO DRAIN. | | | |
| 319 | 3/4/96 | H-M | CELLING/ROF-FIT: SMOKE DETECTOR IS COVERED WITH TAPE. | | | |
| 319 | 3/1/96 | REL | LIGHT FIXTURES: ONE TYPE A-17 FIXTURE HAS A HUMMING BALLAST. | | | |
| 320 | 3/4/96 | H-M | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 321 | 2/16/98 | H-M | LIGHT FIXTURE DIFFUSERS NOT INSTALLED. | | | |
| 321 | 3/1/96 | REL | WALL OUTLETS: ONE RECEPTACLE MISSING. | | | |
| 323 | 2/25/96 | H-M | SOUTH WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN STAINLESS STEEL SPACERS AND GLASS PANEL. | | | |
| 324 | 3/1/96 | L | LIGHT CONTROLS: ROOM 'C' SWITCH IS REVERSED WITH STUDY ROOM 'D' SWITCH. FLOOR OUTLET NOT INSTALLED. | | | |
| 325 | 2/14/96 | H-M | EAST WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN S. STEEL SPACERS AND GLASS PANEL. | | | |
| 328 | 2/14/96 | H-M | EAST WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN STAINLESS STEEL SPACERS AND GLASS PANEL. | | | |
| 331 | 3/2/96 | H-M | CELLING SOF-FIT: BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 332 | 2/22/96 | H-M | SOUTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB AND SILL NOT PROPERLY DONE. | | | |
| 333 | 2/1/96 | H-M | FLOORING: FLOOR IS STAINED AND RUSTED AND SHOULD PROPERLY BE SECURED TO THE TRENCH HEADER. | | | |
| 333 | 2/1/96 | H-M | TOP OF TRENCH HEADER SHOULD BE LEVELLED WITH CONE FLOOR OF THE ROOM. | | | |
| 333 | 2/1/96 | H-M | EXISTING TRENCH HEADER IS ABOUT 1" HIGHER THAN THE ADJACENT FLOOR. | | | |
| 333 | 2/1/96 | H-M | SOUTH WALL: BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 333 | 2/1/96 | H-M | WEST WALL: BEAM, PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 333 | 2/1/96 | H-M | OPTICAL FIBER AND COPPER CABLES NOT LABELED. | | | |
| 333 | 2/1/96 | H-M | FIRE-STOP MATERIAL IN TWO SLEEVES NOT AS SPECIFIED. | | | |
| 335 | 1/18/96 | H-M | LIGHT FIXTURE ABOVE CLOSET #41 NOT INSTALLED. | | | |
| 335 | 1/24/96 | H-M | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| 335 | 2/1/96 | REL | TALKING BURN NOT INSTALLED. | | | |
| 336 | 3/14/96 | H-M | CALLING AROUND WINDOW FRAMES INCOMPLETE AND DIRTY. | | | |
| 337 | 4/11/96 | ALEX | CASEWORK: CABINETS: FILE DRAWER AT SOUTH SIDE DOES NOT CLOSE FREELY. | | | |
| 337 | 3/16/96 | H-M | SPRINKLER HEADS ARE NOT PROPERLY COVERED IN MANY LOCATIONS. | | | |
| 337 | 3/18/96 | H-M | EXIT SIGN ABOVE WORK STATION INSTALLED IN REVERSE FACING SOUTH. (FIXED) | | | |

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | RHM COMP | BY | APP'D DATE |
|-------|--------|-------|--|----------|----|------------|
| 340 | 2/1/86 | ALEX | CASEWORK 340A, B, C & D RADIUSED SHELVING. UPPER SHELVING UNITS HAVE ONLY 2 SHELVES 3 SHELVES WERE SPECIFIED | | | |
| 341 | 5/5/86 | H-H-N | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 341 | 4/4/86 | T | FIRE STOP MATERIAL IN SLEEVES NOT AS SPECIFIED. | | | |

LEVEL 97

| | | | | | | |
|-----|---------|-------|--|--|--|--|
| 401 | 2/1/86 | REI | LIGHT CONTROLS / SWITCHES 'D' & 'G' DO NOT CONTROL ANY LIGHT FIXTURES. ON THE FIXTURES ARE NOT CONNECTED TO THE CONTROLS. | | | |
| 402 | 4/1/86 | REI | HALOING SIGNS NOT INSTALLED ALONG NORTH WINDOW WALL | | | |
| 402 | 2/14/88 | REI | SOME OF LAMPS F2 AND F4 ARE INOPERABLE | | | |
| 404 | 4/16/86 | REI | TWO JUNCTION BOXES LEFT OPEN WITH EXPOSED WIRES; NO FACE PLATE OR EQUIPMENT CONNECTION | | | |
| 406 | 2/14/86 | REI | EXT SKIN BY GRID LINE 8 REAR (T 1 X E) REVERSED ON ONE SIDE. | | | |
| 408 | 2/14/86 | H-H-N | LOOSE WIRES HANGING DOWN FROM SWIDE POCKETS. | | | |
| 407 | 2/1/86 | REI | SWITCH DID NOT CONTROL LIGHT FIXTURE. ELECTRIC PANEL COVER NOT IN PLACE. | | | |
| 408 | 2/1/86 | REI | LIGHT CONTROLS: SWITCH 'A' OPERATES BOTH TYPE F57 FIXTURE AND FIXTURE IN ROOM 407 | | | |
| 408 | 2/14/86 | REI | SWITCH 'D' DOES NOT OPERATE ANY FIXTURE. | | | |
| 408 | 2/14/86 | REI | SWITCH 'G' DOES NOT OPERATE ANY FIXTURE. | | | |
| 408 | 2/14/86 | REI | TWO WALL OUTLETS WERE NOT INSTALLED. | | | |
| 408 | 2/14/86 | REI | TYPE F57 FIXTURE DOES NOT HAVE DEFUSERS. | | | |
| 408 | 4/1/86 | REI | SOME TYPE F52 FIXTURES ARE NOT WORKING. | | | |
| 408 | 4/1/86 | REI | SOME TYPE F51 FIXTURES ARE NOT INSTALLED. | | | |
| 411 | 2/1/86 | REI | FIRE SPOKER STROBE LOCATED RISER BOOK SHELF IS LOOSE (AT GRID LINES F 5 & 11.5 SOUTH) | | | |
| 411 | 2/14/86 | H-H-N | SOME MCHD SLIDE CONNECTIONS ARE LOOSE AT SOUTH WALL - UPPER WINDOW. | | | |
| 419 | 2/20/86 | H-H-N | DOOR 419A STRIKES EXT SIGN WHEN FULLY OPENED. | | | |
| 429 | 2/20/86 | H-H-N | EAST WALL: CASE WORK 429A NOT ACCEPTABLE. TWO COUNTER TOP STOVE SIDE BY SIDE ARE OF DIFFERENT THICKNESS. | | | |
| 434 | 2/14/86 | REI | SOME LIGHTS WERE NOT CONNECTED TO LIGHT CONTROLS IN ELECTRIC CLOSET | | | |
| 437 | 2/20/86 | REI | EXT SIGN BY ROOM 434 (EXT SIGN) NOT INSTALLED IN REVERSE (T 1 X E) | | | |
| 440 | 2/23/86 | H-H-N | EDGE OF GASKET ON THE SLIDING SMOKE DOOR DOES NOT CONTACT FULLY WITH THE APPROPRIATE JAMB WHICH COMPROMISES THE SMOKE BARRIER FUNCTIONAL | | | |
| 442 | 2/23/86 | H-H-N | DOOR 403B: PANIC BAR TRIP LIST BOLT GRINDS ON FLOOR. DOOR CLOSING COORDINATION DOES NOT WORK | | | |
| 448 | 2/1/86 | REI | A 20 AMP RECEPTACLE WAS CALLED FOR PER THE CONSTRUCTION DOCUMENTS. A 15 AMP RECEPTACLE WAS INSTALLED INSTEAD. | | | |

LEVEL 112



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HMM COMP | APPROD BY | DATE |
|-------|---------|--------|--|----------|-----------|------|
| 504 | 3/2/96 | REI | EQUIPMENT CONNECTION NOT COMPLETE: ELECTRICAL WATER HEATER PIPES ON FLOOR | | | |
| 505 | 3/11/96 | SINGER | FLOORING CARPET YARDS NEEDED TO BE TRIMMED AT ALL WALLS BASE AND DOOR JAMBS | | | |
| 608 | 4/1/96 | REI | TYPE T-F FURNACE INOPERABLE: LOW CONTROLS VOLTAGE SWITCH INOPERABLE. | | | |
| 507 | 3/24/96 | HANNON | TRIM AT WINDOW JAMB OF EAST WINDOW IS LIFTING | | | |
| 507 | 3/24/96 | REI | ONE LIGHT FIXTURE HAS SOLDERING OR THICK SILVER - SHULDED PAINT OVER ON IER REFLECTOR | | | |
| 509 | 3/24/96 | REI | NORTH WALL: LOOSE WIRES HANGING FROM MESH SHADE HOUSING. SHADE TRIM SCRATCHED AND STAINED | | | |
| 510 | 3/24/96 | REI | FIRE ALARM DEVICES: ONE STROBE LIGHT WAS INSTALLED. CONTRACT DOCUMENTS REQUIRE 2 | | | |
| 511 | 3/24/96 | HMM | EAST WALL: EXPOSED WIRING ABOVE DOOR BOMA | | | |
| 512 | 3/24/96 | REI | STROBE LIGHT IS MISSING | | | |
| 517 | 3/24/96 | HMM | SOUTH WALL: SLIDING FIRE DOOR EDGE NOT VERTICAL (PLUMED), GASKET SEAL DOES NOT WORK AS A RESULT | | | |
| 527 | 3/24/96 | HMM | INSTALLATION OF PIPING INCOMPLETE - DRAIN PIPE EXPOSED AT NORTH WALL | | | |
| 527 | 2/15/96 | ALEX | SHELF SUPPORT MISSING IN SOUTHERN MOST LOWER CABINET - LAMINATION IS SEPARATING | | | |
| 527 | 3/20/96 | REI | LIGHTING FIXTURE UNDER CABINET NOT WORKING. CONTROLS ARE REVERSED. STROBE IS BENT. | | | |
| 522 | 2/22/96 | HMM | FLOOR SCOFFER DOES NOT FALL TO DRAW ACCORDING TO DETAIL 9412/AAJ2 | | | |
| 524 | 3/27/96 | HMM | CEILING SOFFIT: ELECTRICAL JUNCTION BOX LEFT UNCOVERED | | | |
| 535 | 1/22/96 | HMM | EAST WALL: JOINTS AT GWB AND CERTAIN WALL NOT PROPERLY INSTALLED - GAPS | | | |
| 541 | 3/22/96 | REI | HAND DRYER NOT OPERATING. NO ELECTRICAL CONNECTION | | | |
| 543 | 3/6/96 | HMM | NORTH WALL: 1/2" GAP BETWEEN BACK OF ELEVATOR CALL BUTTON PANEL AND GEB WALL | | | |
| 543 | 3/20/96 | HMM | CONNECTION WIRING TO ELEVATOR CALL BUTTON IS LOOSE: LIGHT GOES OFF WHEN TOUCHING PLATE | | | |
| 543 | 3/20/96 | REI | WEST WALL: INSTALLATION OF THE PULL DEVICE INCOMPLETE. DEVICE IS LOOSE. | | | |
| 545 | 4/16/96 | REI | ELECTRICAL: NO PERMANENT LABELS PROVIDED ON BUSWAY SWITCHES. | | | |
| 545 | 4/16/96 | REI | WALL OUTLETS - 15A DUPLEX INSTALLED INSTEAD OF 20A | | | |
| 550 | 2/6/96 | REI | CASEWORK SOFFIT UNDER CABINET LIGHTS NOT INSTALLED AS PER DETAIL 24/909. | | | |
| 550 | 3/7/96 | HANNON | ENTIRE GLASS WINDOW WALL VIBRATES AND RATTLE | | | |
| 561A | 3/24/96 | REI | LIGHTING CONTROL SWITCHES WERE INSTALLED UPSIDE DOWN | | | |
| 561B | 1/22/96 | REI | STROBE LIGHT NOT FLUSH WITH WALL | | | |
| 566 | 3/7/96 | HMM | SOUTH WALL: WATER DAMAGE AND STAIN ON GWB INSIDE WINDOW ABOVE | | | |
| 571 | 3/7/96 | HMM | DOORS AND FRAME ARE BUCKY DAMAGED | | | |
| 573 | 2/22/96 | HMM | BEHALF PIPE ON DUCT PENETRATIONS NOT PROPERLY SEALED | | | |
| 573 | 2/22/96 | HMM | CELLING: LIGHT VIBRABLE THROUGH SLEEVE AT HOOK. | | | |
| 575 | 3/1/96 | REI | HAND DRYER NOT CONNECTED. | | | |
| 576 | 3/1/96 | REI | LIGHT SENSOR COVER PLATE NOT INSTALLED | | | |
| 578 | 1/22/96 | HMM | EAST WALL: STROBE LIGHT OFF LEVEL | | | |
| 582 | 3/7/96 | HANNON | WINDOW WALL BETWEEN GROUNDLINE S & C & B ENTIRE WALL ASSEMBLY VIBRATES - NOT ANCHORED SUFFICIENTLY | | | |
| 585 | 3/2/96 | HMM | DOOR SEAT ASSEMBLY VERY NOISEY, DOOR RUB AGAINST THE FRAME DURING OPENING OR CLOSING | | | |
| 588 | 4/3/96 | T | ONE FIBER OPTIC CABLE COILING THROUGH THE CELLING IN FINAL IS NOT PLUMB RATED | | | |
| 589 | 3/1/96 | HMM | RADIATOR PANELS AT EAST SIDE ARE DELETED PANELS ARE LOOSE AND NOT ANCHORED | | | |



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HWM COMP | BY | APPRO DATE |
|-------|---------|-----|--|----------|----|------------|
| 500 | 3/11/86 | HWM | FURNISH AROUND SPRINKLER HEAD ABOVE STAIR INCOMPLETE | | | |
| 500 | 3/11/86 | HWM | WINDOW WALL CORNER JAMBES FALLING APART; COVER PLATES NOT ALIGNED VERTICALLY | | | |

MISCELLANEOUS ITEMS

| | | | | | | |
|--|---------|-----|--|--|--|--|
| | 2/29/86 | HWM | BUILDING ENVELOPE Reference detail 1/7.01: Fullon Street Elevation - 2" wide gap at line 3.5. | | | |
| | | | FIRE STAIR#1 Grove Street Exit Door: Threshold not sealed properly. Water coming through. Stone pavers and threshold are not sealed or grouted. | | | |
| | | | FIRE STAIR#2 Level 507 Grove Street Exit Door: Threshold and stone not sealed properly. Water coming through. Threshold installation incomplete. Material of different colors are used (do not match). Detail at parcel enclosure. Surfaces of steel plates are missing at both ends. | | | |
| | | | FIRE STAIR#4 AND VESTIBULES Exit door "444C": Both doors do not close on their own. Bottom rod not operable. Panic hardware is jammed. Doors are too short. Threshold not sealed properly. Water coming through. Doors are too short. Detail at parcel enclosure. Stainless steel plates are missing at both ends. | | | |
| | | | SITE PAVING FULTON STREET Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 0251.8. The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the exterior part assembly. See detail (AZ.104). Joint between adjacent granite pavers not flush in many locations. Potential tripping hazard. Too much variation and movement in the system. | | | |
| | | | GROVE STREET Granite pavers outside Fire Stair #1 exit door are not grouted and sealed causing water intrusion. | | | |



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HM COMP | APPRO BY | APPRO DATE |
|----------------------|----------|------|---|---------|----------|------------|
| S10 | 12/17/96 | H-IN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02514. | | | |
| S10 | 12/17/96 | H-IN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the existing joint assembly. See detail (A7.104). | | | |
| S10 | 12/17/96 | H-IN | Joint between adjoining granite pavers not flush in many locations (potential tripping hazard). Too much vibration and movement in the system. | | | |
| LARKIN STREET | | | | | | |
| S10 | 12/17/96 | H-IN | Concrete sidewalk paving around street light base not complete. | | | |
| S10 | 12/17/96 | H-IN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02514. | | | |
| S10 | 12/17/96 | H-IN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the existing joint assembly. See detail (A7.104). | | | |
| S10 | 12/17/96 | H-IN | Joint between adjoining granite pavers not flush in many locations. (potential tripping hazard). Too much vibration and movement in the system. | | | |
| HYDE STREET | | | | | | |
| S10 | 12/17/96 | H-IN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02514. | | | |
| S10 | 12/17/96 | H-IN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the existing joint assembly. See detail (A7.104). | | | |
| S10 | 12/17/96 | H-IN | Joint between adjoining granite pavers not flush in many locations. (potential tripping hazard). Too much vibration and movement in the system. | | | |

SIGN STATUS AS OF MARCH 18, 1998

Outstanding Items

| Sign No | Loc. | Comments |
|---------|--------------------------|--|
| 238 | 6th flr | Not installed. CAS claims they did not have a copy at prod time; blanks given to CAS |
| 69 | 4th flr | 'u' in Musica needs accent mark |
| Type 7 | Service desks | Included in PCO #442.1, only temporary signs have been installed; seeking credit |
| 67 | 1st flr atrium | Not installed |
| 10.15 | 2nd flr Child rm | Not installed |
| 10.14 | 2nd flr Child rm | Not installed |
| 10.19 | 2nd flr Child rm | Not installed |
| 10.21 | 2nd flr Child rm | Not installed |
| 10.25 | 3rd flr nr FS #2 | Not installed |
| 10.117a | 5th flr nr elev. #5 | Name misspelled |
| 11.8 | | Not installed. Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11.9 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11.12 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 12.3 | | Sign may have been deleted. Ron to ask Steve |
| 12.4 | | Sign may have been deleted. Ron to ask Steve |
| 12.5 | 1st flr. W side | Donor's name should not have the initial "R" in it |
| 12.6 | 1st flr. W side | Donor's name should be "Foundation" not "Fund" |
| 12.7 | 1st flr. W side | Donor's name should be "Foundation" not "Fund" |
| 12.8 | 1st flr. W side | Donor's name should be "Foundation" not "Fund" |
| 15.13 | 3rd flr. emp't atk | Not installed |
| 15.35 | Room 632 | Sign removed for door modification, HHN to check where sign is |
| 15.209 | 1L0" | Not installed |
| 25.2 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.3 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.4 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.5 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 28a.1 | | Old City Hall sign NOT INSTALLED. |

Corrected/Deleted Items

| Sign No | Loc. | Comments |
|--------------------|-------------------------------------|--|
| 10.117a | 5th flr nr elev. #5 | Name misspelled |
| 11.8 | | Not installed. Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11.9 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11.12 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 12.3 | | Sign may have been deleted. Ron to ask Steve |
| 12.4 | | Sign may have been deleted. Ron to ask Steve |
| 12.5 | 1st flr. W side | Donor's name should not have the initial "R" in it |
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| 12.8 | 1st flr. W side | Donor's name should be "Foundation" not "Fund" |
| 15.13 | 3rd flr. emp't atk | Not installed |
| 15.35 | Room 632 | Sign removed for door modification, HHN to check where sign is |
| 15.209 | 1L0" | Not installed |
| 25.2 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.3 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.4 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25.5 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 28a.1 | | Old City Hall sign NOT INSTALLED. |

PREPARED BY: Marie Rossen

| MS# | CDN/IDBI | Keyword | Reported Description | Location | Catego | Subcat | Comments | Status |
|-----|-----------|-----------------|---|------------|--------|--------|---|---------|
| 1 | 187150 | compact stax | 9/12/96:welded snips; weld bumps bind & fail(1 loc) | 310,411+ | WAR | H&S/F | welds detach over time due to stack weight-need rewelding | C |
| 2 | 104 | AC plenum | 10/4/96:AC-1 air supply plenum gauge not working correc | penthouse | WAR | FUN | gauge needs replacing; SAH or local sheet metal guy can do | C |
| 3 | 106 | AHU | 10/7/96:condensate drip pans not working, AHU1& AHU2 | L75 etc | WAR | H&S/F | drip pans need mod to allow drainage,moisture collects | O |
| 4 | 116+ | 6th flr rooms | 11/6/96:water intrusion inside office window-Personnel | 565 | WAR | FUN | leaks inside window seals, cause unknown/sill damage | C |
| 5 | 118 | skylight | 11/6/96:water intrusion at 5th flr | 411 | WAR | FUN | lib staff made temp fix w hose to redirect water,better solution | C |
| 6 | 123 | vitrines | 11/7/96:water intrusion at large vitrine at Grove/Hyde | Grove St | WAR | FUN | leaks from above; perhaps from child terrace wall cap | O |
| 7 | 125 | service desks | 11/12/96:veneer peeling off at several places | bidg wide | WAR | OTH | esp on drawer pulls, prob due to staff use | O |
| 8 | 129 | skylight | 11/16/96:water intrusion at 5th flr;leaks at computer bank | 411 | WAR | FUN | REI fixed -drilled holes in some "ET" lights;still leaks | O |
| 9 | 131-cdn97 | emerg gen rm | 11/16/96:water intrusion at slab;eqpt supports rusting etc | L08 | WAR | H&S/F | eqpt supports rusting; standing water | C |
| 10 | 132 | BI access pt | 11/18/96:sump pump failed; mildew along crawl space w/ | icrawl spc | WAR | H&S/F | lib staff bought sm pump but replacement pumps needed | O |
| 11 | 134 | emerg gen rm | 11/20/96:water collects at transition piece; pools on flr | L08 | WAR | H&S/F | improper slope; can be fixed | C |
| 12 | 137 | fs #3,dr 594 | 11/22/96:electric door strike not working, cardkey disabled | 594A | WAR | H&S | door strike needs repl/repl | C |
| 13 | 138 | life safety stm | 12/2/96:pyrotronics photo detector malfunction | L507 | WAR | H&S | prob due to dirt; Pyrotronics needs to clean | C |
| 14 | 143 | skylight | 12/5/96:water intrusion 5th flr,prob from "ET" ext lights | 438 | WAR | FUN | same as 129 | C |
| 15 | 147 | M restrm, flr 5 | 12/16/96:flr slope wrong; drain overflows cause floods | 575 | WAR | FUN | prob when water overflows;soaks cpt outside-needs reslope/re | C |
| 16 | 151 | café | 12/23/96:water heater drip pan wont drain;is rusting out | L91 | WAR | FUN | drain not functional, needs resloping | O |
| 17 | 152 | fs #3,dr 410B | 12/30/96:door hinge causing cardkey short;was disabled | 410B | WAR | H&S | electric door hinge prob needs repl | C |
| 18 | 153/154 | flr 5, grand st | 1/2/97:water intrusion overhd via var. electrical boxes | 441B | WAR | FUN | same as 129 | C |
| 19 | 165 | rm 518 | 1/27/97:water intrusion inside office window-Computr Rm | 518 | WAR | FUN | leaks inside window seals, cause unknown/sill damage | C |
| 20 | 166 | rm 625A | 1/27/97:water intrusion inside office window-Quiet Rm | 525 | WAR | FUN | leaks inside window seals, cause unknown/sill damage | C |
| 21 | 167 | flr 5, alinum E | 1/27/97:water intrusion | 441 | WAR | FUN | same as 129 | C |
| 22 | 171 | life safety stm | 1/30/97:pyrotronics photo detector malfunction | bidgwide | WAR | H&S | prob due to dirt per MS;Pyrotronics needs to be clean | C |
| 23 | 174 | railings | 2/5/97:spacers crack & fail; glass panels then loose | bidgwide | WAR | H&S | spacers fall & fall into atrium, need repl throughout | O |
| 24 | 176 | Chinese Ctr | 2/10/97:VAV box not functional | rm 210 | WAR | FUN | Yarnas will replace | C |
| 25 | 208 dbi3 | Latino Rm | 2/13/97:ALD system not functional | L80 | WAR | FUN | still active; antenna & lights conflict | C |
| 26 | 250 | loading dock | 4/16/97:concrete floor uneven at bays 1 & 2;trip hazard | L03 | WAR | H&S | rubber fill-in piece missing, makes surface uneven | O |
| 27 | 255 | toilets | 4/29/97:several toilets pulled away from wall | bidgwide | WAR | FUN | FWS fixing as reported;MS will call again to request fix | C |
| 28 | 256 | cooling tower | 4/29/97:new water makeup float valve needed | cooling to | WAR | FUN | MS working with FWS & Baltimore Air;will be fixed | C |
| 29 | 259 | generator rm | 5/15/97:fuel level switch to day tank #2 not switching off | gen rm | WAR | FUN | MS to call FWS again | C |
| 30 | 261 | generator rm | 35578 gas analyzer constanly reads 990 LEL | gen rm | WAR | FUN | libstaff fixed with mrieger's help | C |
| 31 | 262 | windowshades | 5/29/97:mechoshade motor #16 not working | U23 | WAR | FUN | | C |
| 32 | 263 | lighting | 6/2/97:Patent Cir lights not working | 406 | WAR | FUN | | C |
| 33 | 265 | doors | 6/17/97:doors to staff rm coridor not lockable/cardkeyed | 589B | WAR | FUN | door hardware rmissing;door not tiled to electric door strike | POE |
| 34 | 270 | curtain wall | 7/21/97:3 granite pieces msg on Fulton St exterior | exterior | WAR | FUN | water intrusion; lib placed wood on gap but needs granite fix | C-schd. |
| 35 | 1bd | Koret Aud | 2/27/98:overhd track for sliding panels out of alignmnt | L35 | WAR | FUN | lib staff rpt shims falling from track & track not aligned = haza | POE |
| 36 | 1bd | Training Ctr | 2/27/98:elect outlet & carpet not finished in pls of room | 572 | WAR | FUN | one fir outlet not completed;adjacent carpet not completed | C |
| 37 | na | various | 3/10/98:selected punchlist items - see separate list | various | FUN | FUN | | O |
| 38 | | Braille signs | 8/27/97:Braille sign deficiencies | bidg-wide | WAR | H&S | ref letter from CA Council of the Blind, 6/17/97 | O |

WAR = covered by building warranty
 DBI = fix required by DBI
 H&S = health & safety issue
 FUN = functional issue
 POE=post-occupancy evaluation
 PUN = punchlist item
 OTH = other
 C = closed
 * = recurring maintenance issue
 ** = lib staff can fix/install
 *** = need technical advice on repair strategies

CRITICAL SOLUTIONS, INC.

717 Market Street, Suite 605
San Francisco, CA 94103
Phone: 415-284-0280 Fax: 415-284-0298

| | | |
|----------------|-------------|-------------|
| Part # | Case | id of pages |
| Fax Note R7673 | 9124 | 16 |
| To | Kathy Page | |
| Fax # | | |
| From | Ron Johnson | |
| Phone # | | |

Fax Memorandum

Date: September 24, 1998

Number of pages, including cover: 1

To: Ray Zunino

From: Ron Johnson *R.J.*Subject: San Francisco New Main Library Project
Status of Open Issues

As discussed last week with you and Tim, please provide a status of open issues from HH&N's perspective. The status should include: the Warranty List provided to you by memo dated April 8, 1998; Operational Items; Sign Issues; CDN Issues; and DBI Issues. In regard to the as-builts, I will check with the Library and SMWM regarding the vellums so HH&N can provide its as-built submittal.

Also, please provide a status of the Stone Deport work and completing the flooring at the Conical Stairs for the Art Commission.

As we discussed, the Library is very interested in the status since they are planning to hire consultants in the near future to perform an assessment of needs. It would be very helpful to the Library if you could quickly respond to the Warranty Issues Log dated April 1, 1998, which was sent to you on April 8, 1998.

Please contact me at 925-944-5060 and let me know how soon the Library can expect your update.

cc: Jim Cheng, Kathy Page

CRITICAL SOLUTIONS, INC.

717 Market Street, Suite 605

San Francisco, CA 94103

Phone: 415-284-0280 Fax: 415-284-0298

Fax Memorandum

Date: April 8, 1998

Number of pages, including cover: 15

To: Ray Zunino

From: Ron Johnson *R.J.*Subject: San Francisco New Main Library Project
Warranty List

As requested by Jim Cheng, please find enclosed the "Warranty Issue Log" dated April 1, 1998 (3 pages), which also includes by attachment the "Operational Items" dated April 1, 1998 (10 pages) and the "Sign Status as of March 18, 1998 (1 page)

In regard to the sign status, I received a transmittal from Thomas Swan dated March 11, 1998 regarding Sign Type 7. The Sign Type 7 signs were never installed as part of PCO #442 1, and Thomas Swan is offering a credit of \$1,600 for their portion of the work. I confirmed that their offer is consistent with their revised quote; however, if you recall, they originally estimated a cost of \$8,637 (see their letter dated September 19, 1996), and their quote was reduced to \$1,600 because the difference of \$7,037 was part of HH&N's original scope of work. If HH&N deletes this work, the City would be entitled to a total credit of \$8,637.

Also, could you please provide the status of the items included in the Settlement Agreement Exhibits B, C & D? I would like to verify the completion of items on these exhibits and notify the appropriate City personnel.

The City would also like a status on the carpet issue.

If you have any questions, please contact me at 925-944-5060.

cc: Jim Cheng, David Norman and Kathy Page without attachments

New Main Library Warranty Issues Log
4/1/98

| WAR = covered by building warranty | DBI = for required by DBI | H&S = health & safety issue | FUN = functional issue | PUN = punctured item | OTH = other | * = recurring maintenance issue | ** = lib staff can fix itself | *** = need technical advice on repair strategies | C = resolved |
|------------------------------------|---------------------------|-----------------------------|------------------------|--|-------------|---------------------------------|-------------------------------|---|--------------|
| MS# | CDN | Keyword | Reported | Description | Location | Category | Subcategory | Comments | Status |
| 1 67150 | DBI | compared stat | 8/12/98 | included strips' weld bumps. find A Tail (loc) | 310 411+ | WAR | H&S/F | welds detach over time due to stack weight. need reworking. | O |
| 2 104f | | AG plenum | 10/4/98 | AC-1 air supply plenum gauge not working correct | penithouse | WAR | FUN | gauge needs replacing. SAH or local sheet metal guy can do | O |
| 3 100 | | AHU | 10/7/98 | condensable drip pans not working. AHU18 AHU2 | L75 etc | WAR | H&S/F | drip pans need mod to allow drainage. moisture collects | O |
| 4 116+ | | 60n fir mounts | 11/10/98 | water intrusion inside office window. Personnel | 565 | WAR | FUN | leaks inside window seals, cause unit/rework/damage | O |
| 5 118 | | skylight | 11/09/98 | water intrusion at 5th flr | 411 | WAR | FUN | lib staff made temp fix w/ hose to prevent water. better solution | O |
| 6 118 | | penit/caf/e | 11/09/98 | bioleum build up/drainage problem | L81 L37 | WAR | FUN | M&A food line/drum but had drainage at cold drain | O |
| 7 123 | | services desks | 11/7/98 | water intrusion at large vitrine at Grove/Hyde | Grove St | WAR | FUN | leaks from above; perhaps from child terrace wall cap | O |
| 8 128 | | skylight | 11/18/98 | water peeling off at several places | bdg w/rt | WAR | FUN | esp on drawer pulls. prob due to staff use | O |
| 9 130 | | emery gen mm | 11/18/98 | water intrusion at sub eqpt supports rusting etc | 411 | WAR | FUN | REI fixed - drilled holes in some "ET" lights; still leaks | O |
| 10 131 | | BI access pt | 11/18/98 | bump pump failed. midlev along crawl space w/ | L08 | WAR | H&S/F | eqpt supports rusting; standing water | O |
| 11 132 | | computer rm | 11/20/98 | water sensor concealed | crawl spc | WAR | FUN | lib staff located | O |
| 12 133 | | emery gen mm | 11/20/98 | water coils at transition phase. goals on fir | L08 | WAR | FUN | improper slope; can be fixed | O |
| 13 134 | | Grove St exhl | 11/22/98 | interior emergency door lock not functional | M56 | MC | H&S | lock work due to angled door install. have to padlock. | O |
| 14 136 | | fire alarm | 11/22/98 | photo detector malfunction | 594A | WAR | H&S | door strike needs repair | O |
| 15 137 | | fire alarm | 12/2/98 | Pyrotechics photo detector malfunction | L507 | WAR | H&S | prob due to dirt. Pyrotechics needs to clean | O |
| 16 139 | | fire alarm | 12/10/98 | water intrusion 5th flr. prob from "ET" end lights | 436 | WAR | FUN | prob when water ev airflows soaks opt outside needs resloped | O |
| 17 143 | | skylight | 12/21/98 | water heater drip pan. water drain in rusting out | L91 | WAR | FUN | drain not functional; needs resloping | O |
| 18 147 | | skylight | 12/21/98 | water intrusion fields office window | 410B | WAR | H&S | electroc door hinge prob needs reid | O |
| 19 151 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | same as 129 | O |
| 20 152 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | conductor fixed | O |
| 21 153/54 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | fixed | O |
| 22 159 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | fixed | O |
| 23 167 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | fixed | O |
| 24 169 | | skylight | 12/21/98 | water intrusion fields office window | 411B | WAR | FUN | fixed | O |

New Main Library Warranty Issues Log
4/1/98

| MSJ | CDRV | Keyword | Reported | Description | Location | Category | Subtype | Comments | Status |
|-----|------|------------------|----------|--|----------|----------|---------|---|--------|
| 25 | 162 | bridge, up level | 1/17/97 | calling life missing at exit sign | UB6 | WAR | OTH | lib staff will replace | C |
| 26 | 165 | rm 516 | 1/27/97 | water infiltration inside office window-Comput. Rm | 516 | WAR | FUN | leaks inside window seats, cause unknown/dell damage | C |
| 27 | 166 | rm 025A | 1/27/97 | water infiltration inside office window-Quilt Rm | 525 | WAR | FUN | leaks inside window seats, cause unknown/dell damage | C |
| 28 | 187 | life safety sign | 1/27/97 | water infiltration | 441 | WAR | FUN | same as 126 | C |
| 29 | 171 | life safety sign | 1/28/97 | pyrotechnics photo detector malfunction | 441 | WAR | HAS | prob due to dirt per MS Pyrotechnics needs to be clean | NS |
| 30 | 174 | callings | 2/5/97 | speakers crack & fall; glass panels then loose | 441 | WAR | HAS | speakers fall & fall into atrium, need repl throughout | C |
| 31 | 176 | Chinese Cit | 2/10/97 | VAV box not functional | rm 210 | WAR | FUN | Yarnes will replace | C |
| 32 | 178 | Hyde B1 door | 1/20/97 | ceiling at Knox box not functional | 447 | WAR | HAS | resolved | C |
| 33 | 204 | Korel Aud | 2/13/97 | remote control not functional w video projector | 447 | WAR | FUN | Acoustech's resolved | C |
| 34 | 205 | Korel Aud | 2/13/97 | handheld microphone not supplied | 447 | WAR | FUN | Library purchased needed optic issue resolved | C |
| 35 | 207 | Korel Aud | 2/13/97 | director's mic not functional/replacements unassembled | 447 | WAR | FUN | track now working. lib staff will assemble headsets | C |
| 36 | 208 | Radio Rm | 2/13/97 | ALD system not functional | 447 | WAR | FUN | dell active, Antenna & handle omitted | C |
| 37 | 209 | AV systems | 2/13/97 | punchlist not completed | 447 | WAR | FUN | lib staff signed off by lib staff | C |
| 38 | 211 | AV control rm | 2/13/97 | several calling lines missing | 447 | WAR | OTH | lib staff will repl | C |
| 39 | 213 | TV studio | 2/13/97 | tear in cyclorama curtain | 447 | WAR | HAS | lib will assume responsibility for fix | C |
| 40 | 240 | Exit sign | 3/6/97 | sign in women's restroom of conflicts w exit sign | 531 | WAR | OTH | lib staff will fix | C |
| 41 | 245 | Electric outlets | 3/27/97 | outlets non functional in 6th flr electric closet | 574 | WAR | HAS | lib can will fix | C |
| 42 | 249 | light ballasts | 4/16/97 | ballasts outside stairs non functional | UB7 | WAR | FUN | lib staff fixed | C |
| 43 | 250 | loading dock | 4/16/97 | culture floor uneven at bays 1 & 2 (imp hazard) | 103 | WAR | HAS | rubber fill in piece missing, makes surface uneven | C |
| 44 | 252 | fire safety | 4/28/97 | short circuit in US system loop 73 | FCC rm | WAR | HAS | lib staff fixed | C |
| 45 | 254 | air handling | 4/28/97 | isolation hood torn | 145 | WAR | HAS | lib staff fixed | C |
| 46 | 255 | 10' fans | 4/28/97 | several fans pulled away from wall | 447 | WAR | FUN | FWS fixing as reported MS will call again to request fix | C |
| 47 | 256 | cooling tower | 4/28/97 | few water makeup float valve needed | 2 | WAR | FUN | MS working with FWS & Baltimore Altwelt be fixed | C |
| 48 | 257 | sewage pump | 6/8/97 | sewage ejector fl pump #1 failed | 2 | WAR | FUN | lib staff fixed | C |
| 49 | 258 | elbow 6 | 5/8/97 | fire lines breaking up | elbow 6 | WAR | OTH | lib staff fixed | C |
| 50 | 259 | generator rm | 6/15/97 | fuel level switch to dry tank #2 not switching off | gen rm | WAR | FUN | MS to call FWS again | C |
| 51 | 261 | generator rm | 6/26/97 | fuel analyzer constantly reads 999 LEL | gen rm | WAR | FUN | lib staff fixed with mfgor's help | C |
| 52 | 262 | windshades | 6/26/97 | mechanisms motor #16 not working | UB3 | WAR | FUN | | C |
| 53 | 263 | lighting | 6/26/97 | Patent Cir lights not working | 400 | WAR | FUN | | C |
| 54 | 265 | door 2 | 6/17/97 | doors to staff rm corridor not lockable/cardkeyed | 558B | WAR | FUN | door hardware missing door not tied to electric door strike | C |
| 55 | 267 | lighting | 6/17/97 | light at 2nd flr bk conveyor not activated | UB1 | WAR | FUN | lib staff will fix | C |
| 56 | 270 | curtain wall | 7/27/97 | 3 granite pieces miss on Fulton St exterior | exterior | WAR | FUN | water infiltration, lip placed under on gap but needs granite fix | C |
| 57 | 271 | air handling | 7/27/97 | dampers short cycling intermittently | 2 | WAR | FUN | Yarnes resolved | C |

New Main Library Warranty Issues Log
4/1/98

| MSS# | CDM/DBI | Keyword | Reported | Description | Location | Category | Subcategory | Comments | Status |
|------|---------|--------------|----------|---|----------|----------|-------------|---|--------|
| 59 | 272 | air handling | 7/21/97 | AC humidifiers monitoring problem | 7 | WAR | FUN | Yamas resolved | C |
| 59 | DBI | Koral Aid | 2/27/98 | overhd track for sliding panels out of alignment | 135 | WAR | FUN | lib staff rpt sliders falling from track & track not aligned = hazard | O |
| 60 | DBI | Training Cir | 2/27/98 | bleed outlet & carpet not finished in pit of room | 672 | WAR | FUN | one of outlets not completed; adjacent carpet not completed | O |
| 61 | DBI | various | 3/10/98 | bedded up items - see separate list | various | PUN | FUN | | O |
| | | | | CORRECTIONAL | | | | | |
| | | | | SIGN ISSUES - See list | | | | | |

NEW MAIN LIBRARY PROJECT - OPERATIONAL ITEMS

LEVEL 26

4/1/98

| RMA NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HHN COMP | APPROD | |
|--------|---------|-----|--|----------|--------|------|
| | | | | | BY | DATE |
| L04 | 3/18/98 | HHN | CUSTODIAL SUPPLIES (A.7 @ 4.5): CEILING/SOFTIE JUNCTION BOX IN CEILING LEFT OPER. PROVIDE COVER PLATE | | | |
| L12 | 2/14/98 | HHN | ELEVATORS 3 & 4 MACHINE ROOM (B @ 7.6): TWO OUTLETS ON EAST WALL NEVER INSTALLED. | | | |
| L13 | 3/12/98 | HHN | COMPACT STACKS (A @ 9): SOUTH WALL: WIRING EXPOSED BETWEEN TWO CONDUITS. CONDUITS NOT JOINED ABOVE DOOR 1.13A. ONE OUTLET NOT INSTALLED ON EAST WALL OF ROOM | | | |
| L14 | 1/2/98 | HHN | CORRIDOR (B.6): EXIT SIGN BY SECURITY CAMERA IS IN REVERSED FACING NORTH. DAMAGED SECURITY CAMERA'S PROTECTIVE LENS. EAST WALL DRINKING FOUNTAINS BACK PLATE IS RUSTED. | | | |
| L19 | 2/14/98 | HHN | LOW EXIT SIGN BY DOOR 1.24A INSTALLED STAINED AND DAMAGED. STUDIO B (C.5 @ 1.9): WALL/OCK OUTLET IS IN CONFLICT WITH CEILING. | | | |
| L25 | 2/14/98 | HHN | STUDIO A (E @ 1.2): LIGHTING CONTROLS: TWO SWITCHES INSTALLED INSTEAD OF THREE. | | | |
| L31 | 2/14/98 | HHN | ELECTRIC ROOM (C @ 1.3): ELECTRIC PANEL COVER PLATE NOT INSTALLED. | | | |
| L36 | 2/14/98 | HHN | PRE FUNCTION (G.7 @ 9): GAPS AROUND SMOKE DETECTOR NEED TO BE SEALED. HOLE IN CEILING NEXT TO SMOKE DETECTOR. COVER PLATES LEFT OPEN ABOVE FIXED BENCHES. | | | |
| L38 | 2/14/98 | HHN | GALLERY (G.8 @ 7): NORTH AND EAST WINDOW WALL: HORIZONTAL MULLIONS FAILING APART. | | | |
| L45 | 3/12/98 | HHN | MECHANICAL ROOM (G.8 @ 1.3): LIGHT FIXTURES: ONLY ONE LIGHT FIXTURE INSTALLED IN COOLING/AIR FILTER ROOM. PLANS SHOW 1/2 DOZZEN FIXTURES. | | | |
| L46 | 3/12/98 | HHN | MECHANICAL ROOM BY MACHINE SHOP (E.2 @ 1): NORTH WALL: VERTICAL EXPANSION JOINT COVER PLATE NOT INSTALLED. SOUTH WALL: VERTICAL EXPANSION JOINT COVER PLATE NOT INSTALLED. | | | |
| L50 | 12/4/98 | HHN | WEST CORRIDOR (ALONG GRID LINE 2): EXIT SIGN AT SOUTH END (FACING EAST) IS IN THE WRONG LOCATION AND DIRECTION. | | | |
| L53 | 12/4/98 | HHN | SERVICES OFFICE (C.3 @ 1.5): | | | |



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HHN COMP | BY | APPRD DATE |
|-------|---------|-----|--|----------|----|------------|
| L53 | 12/2/96 | REI | TWO DATA OUTLETS NOT PROVIDED TO TWO WORK STAIRWES. | | | |
| L57 | | | CORRIDOR (C.5 @ 6): | | | |
| L57 | 3/12/98 | HHN | CEILING/SOFT: EXT SGN INSTALLED IN REVERSE BY ROOM LAB. | | | |
| L59 | | | JANITOR STORAGE (C @ 2 @): | | | |
| L59 | 2/27/98 | HHN | PIPE UNDER SINK IS RUSTING AND STAINING THE FLOOR BELOW. | | | |
| L66 | | | MEV'S STAFF TOILET (C.7 @ 2.6) | | | |
| L68 | 2/14/96 | HHN | DOOR 16A1 - GROUTING INCOMPLETE AROUND DOOR FRAME. | | | |
| L78 | | | LOBBY BY MEETING ROOM (L60) (F @ 2.5): | | | |
| L78 | 3/13/98 | H+H | CEILING/SOFT: GWS IS DAMAGED AROUND EXIT SGN. EXT SGN IS LOOSE AND NOT FLUSH. | | | |
| L76 | 3/12/98 | REI | EXIT SGN INSTALLED IN REVERSE FACING WEST. | | | |
| L80 | | | LATINO HISPANIC MEETING ROOM | | | |
| L80 | 3/11/97 | AV | Operation remote control is not reliably switching the video cameras. | | | |
| L83 | | | CORRIDOR (F.5 @ 3): | | | |
| L83 | 3/12/98 | H+H | CEILING/SOFT: SECURITY CAMERA COVER PLATE NOT FLUSH WITH CEILING PLAN AND IS COILING OFF. | | | |
| L83 | 3/12/98 | REI | EXIT SGN BY WEST WALL IS LOOSE. IN THE WRONG LOCATION INCLUDING ARROW DIRECTION. | | | |
| L85 | | | DARK ROOM (E.7 @ 3 @): | | | |
| L86 | 4/8/98 | REI | ONE LIGHT SWITCH FUNCTION IS UNKNOWN. | | | |
| L91 | | | STORAGE (H @ 7): | | | |
| L91 | 3/15/98 | REI | NO LIGHT FUTURE INSTALLED. LIGHTING CONTROL IS INSTALLED BUT NOT CONNECTED. | | | |
| L92 | | | JANITOR CLOSET (D @ 2.2): | | | |
| L92 | 2/23/98 | HHN | CEILING/SOFT: OPEN 1 BOX LEFT IN CEILING. | | | |
| L94 | | | SOFTING ROOM PANTRY (C @ 9.5): | | | |
| L94 | 2/15/98 | REI | OUTLET NOT INSTALLED ON NORTH WALL. | | | |
| L94 | 3/12/98 | REI | LIGHT CONTROL WBS. WIRED TO FUTURES IN ROOM L58. LIGHTS IN RM L94 SHOULD BE INDEPENDENT. | | | |
| L101 | | | MECHANICAL ROOM (H @ 6.9): | | | |
| L101 | 3/12/98 | REI | CONDUIT TO SMOKE DETECTORS. JUNCTION BOX IS NOT SUPPORTED AT THE CEILING. | | | |
| L101 | 3/12/98 | REI | CONNECTION BETWEEN CONDUIT AND SMOKE DETECTOR. JUNCTION BOX IS BROKEN AND WIRING IS EXPOSED. | | | |
| L103 | | | CORRIDOR (G.5 @ 5 @): | | | |
| L103 | 3/12/98 | H+H | CEILING/SOFT: EXT SGN NOT INSTALLED ABOVE DOOR L100A. OUT OUT IS PROVIDED. | | | |
| L103 | 3/12/98 | H+H | DOOR L100A: ONE LEAK FROM DOOR CLOSER, DOOR IS STAINED. | | | |
| L103 | 3/12/98 | H+H | DOOR L100C: TESTS SMOKE DETECTOR WHEN FULLY OPENED. ALREADY BENT. | | | |

LEVEL 40

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HHN COMP | BY | APPRD DATE |
|-------|---------|-----|---|----------|----|------------|
| L101 | | | VERTICAL EXPANSION JOINT COVER PLATE NOT EXTENDED TO CEILING PER FIRE CODE. | | | |
| A103 | 2/14/98 | H+H | STORAGE - CORRIDOR ABOVE LOADING DOCK ALONG AA B. | | | |
| A103 | | | VERTICAL EXPANSION JOINT COVER PLATE NOT EXTENDED TO CEILING PER FIRE CODE. | | | |

| RIM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HRM COMP | BY | APPRD DATE |
|--------|----------|-----|---|----------|----|------------|
| M03 | 11/19/96 | HRM | WEST WALL: REMOVE 2 BOLTS AT FLOOR RAIL TO ALLOW FOR SEISMIC MOVEMENT. | | | |
| M06 | 12/29/95 | HRM | CATALOGING (A.3 @ 3.5) NORTH WALL: FIRE EXTINGUISHER COVER SCRATCHED AND GLASS IS BROKEN | | | |
| M11 | 2/29/96 | HRM | VESTIBULE TO MEN'S PUBLIC TOILET (A.7 @ 6) DOOR 'MAY': DOOR CLOSER NOT INSTALLED. | | | |
| M14 | 4/5/96 | REI | ELEVATOR LOBBY EXIT SIGN INSTALLED IN REVERSE FACING SOUTH | | | |
| M15 | 2/29/96 | HRM | VESTIBULE TO WOMEN PUBLIC TOILET (A.5 @ 7) DOOR 'MAY': DOOR CLOSER NOT INSTALLED. | | | |
| M18 | 4/16/96 | REI | LIGHTING INSTALLATION INCOMPLETE. | | | |
| M17 | 3/4/96 | HRM | SOUTH WALL: BEAM, PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| M17 | 3/4/96 | HRM | WEST WALL: BEAM, PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| M18 | 11/19/96 | HRM | COPY ROOM (A.A.8 @ 8) SOUTH WALL: REMOVE 2 BOLTS AT FLOOR RAIL TO ALLOW FOR SEISMIC MOVEMENT. | | | |
| M20 | 1/26/96 | REI | WORK ROOM (B @ 9.5) CELLINGSOFFIT: MANY LIGHT FIXTURES ARE NOT FUNCTIONING AND SOME ARE NOT PROPERLY INSTALLED. | | | |
| M29 | 1/9/96 | HRM | HYDE STREET ENTRANCE (B.5 @ 12.5) CELLINGSOFFIT: EXIT SIGN INSTALLED IN REVERSE FACING EAST. | | | |
| M29 | 1/9/96 | HRM | CONVEYOR ROOM (E @ 8.5) JUNCTION BOX LEFT OPEN WITH EXPOSED ELECTRIC WIRING. | | | |
| M47 | 2/14/98 | REI | ELECTRIC COMMUNICATION ROOM (D @ 10) WEST WALL: ACCESS PANEL NOT IN PLACE. | | | |
| M51 | 1/28/95 | HRM | RESERVE DESK (D @ 8) GLASS ON FIRE EXTINGUISHER CABINET WAS INSTALLED CRACKED. | | | |
| M56 | 2/14/96 | HRM | PUBLIC LOCKERS (A.5 @ 7) RADIUS OF LOCKERS BASE NOT EVEN OR UNIFORM. | | | |
| M63 | 11/22/96 | HRM | LOCKERS NOT ALIGNED UNIFORMLY. LARGE GAPS AT THE SIDE AND AROUND STONE BASE. | | | |
| M63 | 11/22/96 | HRM | TOP LOCKERS METAL PLATE AT SOFFIT INCOMPLETE. A RETURN SHOULD BE PROVIDED. | | | |
| M66 | 1/10/96 | HRM | CONFERENCE ROOM (E.6 @ 5.5) WINDOW WALL JOINT BETWEEN JAMB AND SOUTH WALL HAS GAP NOT PROPERLY SEALED. | | | |
| M69 | 2/1/87 | AV | SWITCHING OF VIDEO SOURCES VIA CRESTRON REMOTE IS INTERMITTENT AND PROBLEMATIC. | | | |
| M70 | 1/27/96 | HRM | DEAF SERVICE MANAGER (A.B @ 5.0) CELLINGSOFFIT: ACT METAL TRACK INSTALLATION AT NORTH WALL INCOMPLETE. (NOT CONTINUED) | | | |
| M71 | 1/10/96 | HRM | DEAF SERVICES (A.B @ 3.5) CELLINGSOFFIT: EXIT SIGN BY DOOR 'MAY' INSTALLED IN REVERSE FACING NORTH | | | |
| M84 | 1/11/96 | HRM | BROWNSONG COLLECTION (C.9 @ 2.5) LOW CELLINGSOFFIT: | | | |
| M84 | 2/14/96 | REI | EXIT SIGN BY INFORMATION DESK CORNER OFF AND CROOKED | | | |
| M84 | 1/14/90 | REI | EXIT SIGN ON COLUMN 'C' IS REVERSED FACING NORTH. VESTIBULE BY HYDE STREET ENTRANCE (A.5 @ 12): | | | |



| Rm NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HIN COMP | BY | APPRD DATE |
|-------|---------|-----|---|----------|----|------------|
| M07 | 3/4/96 | REI | EXIT SIGN INSTALLED IN REVERSE FACING EAST. | | | |
| M101 | 2/27/96 | HIN | TOILET 101 (A.1 @ 5.6) - ORIGINALLY TOILETS "M101 AND M102": WEST WALL: HAND DRYER NOT FUNCTIONAL. | | | |
| M101 | 2/27/96 | HIN | CEILING/SOFT: SPRINKLER HEAD COVER PLATE NOT INSTALLED - CONFLICT WITH FIRE DETECTOR. | | | |
| M112 | 3/4/96 | E | STORAGE (E @ 8.9): LIGHT PROTECTIVE MESH GUARD NOT INSTALLED. | | | |
| M112 | 3/4/96 | E | STORAGE BY BIKE PARKING (B @ 12.4): CEILING/SOFT: SMOKE DETECTOR MISSING, NOT INSTALLED. | | | |
| M119 | 1/25/96 | HIN | | | | |
| M119 | 1/25/96 | HIN | | | | |

LEVEL 52

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|-----|---------|-----|--|--|--|--|
| U14 | 1/26/96 | L | MANY FIXTURES ARE NOT WORKING. | | | |
| U16 | 1/8/96 | HIN | FLOOR: HOLE IN FLOOR ALONG EAST WALL. | | | |
| U22 | 4/8/96 | REI | EXIT SIGN PLACED IN A POOR LOCATION. | | | |
| U22 | 2/14/96 | REI | LIGHTING CONTROL DIMMER IS NOT OPERATIONAL. | | | |
| U22 | 1/25/96 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U23 | 1/25/96 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U28 | 3/16/96 | FWS | EXIT LIGHT SIGN: NO WIRE MESH SCREEN ON WALL. OUTLET PROVIDED. | | | |
| U41 | 1/29/96 | REI | ONE LAMP NOT INSTALLED IN EMERGENCY FIXTURE. | | | |
| U41 | 2/14/96 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| U60 | 3/2/96 | FWS | STORAGE BY LAMIN STREET ENTRANCE - SOUTH SIDE: SUPPLY AIR OUTLETS: NO WIRE MESH SCREEN ON WALL SUPPLY AIR OUTLET. | | | |
| U60 | 2/14/96 | REI | SOME LIGHT FIXTURES ARE NOT FUNCTIONING. | | | |
| U64 | 1/25/96 | REI | STORAGE BY LAMIN STREET ENTRANCE - NORTH SIDE: SMOKE DETECTOR NOT INSTALLED. | | | |
| U64 | 1/25/96 | REI | BRIDGE BY FULL TON STREET ENTRANCE: EXIT SIGN ARROWS POINTING IN THE WRONG DIRECTION. | | | |
| U69 | 2/14/96 | REI | CHILDREN'S COLLECTION 1 SEVERAL LAMPS NOT WORKING. | | | |
| U71 | 1/25/96 | REI | CHILDREN'S ROOM 1 DOOR "U14": DOOR HINGES ARE DAMAGED AND BENT. | | | |
| U71 | 1/25/96 | REI | COMP ROOM IN CHILDREN'S LIBRARY: EXIT SIGN INSTALLED IN REVERSE. | | | |
| U72 | 2/14/96 | HIN | | | | |
| U75 | 1/25/96 | REI | | | | |
| U75 | 1/25/96 | REI | | | | |

LEVEL 67

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HHH COMP | BY | APPRD DATE |
|-------|---------|-----|---|----------|----|------------|
| 202 | 1/30/96 | HHH | CEILING SOFFIT: EXIT SIGN AT LINES 'B & 2' INSTALLED IN REVERSED. THE EXIT ARROW IS POINTING TO THE NORTH INSTEAD OF SOUTH. | | | |
| 204 | 1/28/96 | HHH | HAND DRIVER NOT WORKING. | | | |
| 224 | 2/22/96 | REI | STROBE LIGHT INSTALLATION INCOMPLETE. | | | |
| 227B | 2/11/97 | AV | CHILDREN'S PROJECTION ROOM: CRESTRON REMOTE IS NOT RELIABLY SWITCHING VIDEO SOURCES TO THE NEC VIDEO DATA PROJECTOR. | | | |
| 231 | 2/11/97 | AV | CHILDREN'S CENTER: CRESTRON REMOTE IS NOT RELIABLY SWITCHING VIDEO SOURCES TO THE NEC VIDEO DATA PROJECTOR. | | | |
| 238 | 1/30/96 | HHH | CEILING/SOFFIT: EXIT SIGN BY ELEVATOR IS REVERSED. (1 X E) | | | |
| 246 | 2/28/96 | HHH | NORTH WALL: ACCESS PANEL IS LOOSE AND COMING OUT OF WALL. | | | |

LEVEL 82

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|-----|---------|--------|--|--|--|--|
| 301 | 1/30/96 | HHH | CELLING/SOFFIT: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB AND SILL NOT PROPERLY DONE. | | | |
| 301 | 1/30/96 | REI | MANY LIGHT FIXTURES NOT OPERATIONAL. | | | |
| 301 | 1/30/96 | REI | EXIT SIGN BY ROOM 340 IS INSTALLED IN REVERSED FACING WEST. (1 X E) | | | |
| 301 | 3/1/96 | HHH | TALKING SIGN NOT INSTALLED. | | | |
| 301 | 3/1/96 | REI | LIGHT FIXTURES: SOME TYPE F2 FIXTURES WERE NOT LT. | | | |
| 302 | 1/29/96 | HHH | CEILING: SMOKE DETECTOR IS COVERED WITH TAPE. | | | |
| 302 | 4/18/96 | REI | FINE ALARM/SMOKE DETECTOR WRAPPED WITH MASKING TAPE. | | | |
| 303 | 3/28/96 | SINGER | TRANSITION TO ALL ELEVATORS INCOMPLETE. | | | |
| 303 | 5/24/96 | SANGER | TRANSITION TO BATHROOMS TILE INCOMPLETE. | | | |
| 304 | 1/26/96 | REI | STROBE LIGHT INSTALLATION NOT COMPLETE. WALL DAMAGED AROUND COVER PLATE. | | | |
| 305 | 4/2/96 | REI | MANY LIGHT FIXTURES ARE NOT WORKING. EXIT SIGN NOT LT. | | | |
| 306 | 3/5/96 | HHH | FLOORING: FLOOR INSTALLATION INCOMPLETE. | | | |
| 306 | 3/5/96 | HHH | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. 2 HOLES ALONG EAST EDGE IN SLAB. | | | |
| 306 | 3/5/96 | HHH | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. 2 HOLES ALONG EAST EDGE IN SLAB. | | | |
| 306 | 2/14/96 | HHH | MASSONS TAPE LEFT INSIDE LIGHT FIXTURE (BEHIND ACRYLIC LENS). | | | |
| 307 | 3/1/96 | REI | TALKING SIGN NOT INSTALLED. | | | |
| 307 | 3/1/96 | REI | TYPE FBI NOT INSTALLED PER PLANS AND INSTALLATION INCOMPLETE. | | | |
| 307 | 3/1/96 | REI | TYPE 'FBI' PICTURE SOME LAMPS NOT WORKING. | | | |
| 308 | 2/1/96 | HHH | CEILING/SOFFIT: SMOKE DETECTOR IS COVERED WITH TAPE. LOOSE WRESHAWING. | | | |
| 308 | 4/7/96 | REI | LIGHT FIXTURES: LAMP MALFUNCTIONING. | | | |
| 308 | 4/7/96 | T | FIBER CABLE NOT LABELED. COPPER BACKBONE CABLES NOT PROPERLY LABELED. | | | |
| 309 | 3/5/96 | HHH | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 310 | 1/30/96 | HHH | EAST WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAMES AND GWB NOT PROPERLY DONE. | | | |
| 310 | 1/30/96 | HHH | BOLTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAMES AND GWB NOT PROPERLY DONE. | | | |

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HM COMP | BY | APPRD DATE |
|-------|---------|------|---|---------|----|------------|
| 310 | 1/8/96 | H/H | CELLING/SOFT: SOME LIGHT FIXTURES ARE NOT FUNCTIONING. ONE LIGHT FIXTURE'S REFLECTOR IS MISSING ABOVE 3RD AISLE FROM EAST (ALIGNED WITH ROOM 318) | | | |
| 311 | 1/8/96 | H/H | NORTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. | | | |
| 311 | 1/8/96 | H/H | SOUTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB NOT PROPERLY DONE. SOME SHADES ARE STUCK IN OPEN POSITION. (EAST SIDE) | | | |
| 313 | 3/4/96 | H/H | EAST WALL: FINISH AROUND ELEVATOR CALL BUTTON UNEVEN AND ROUGH | | | |
| 313 | 3/4/96 | H/H | WIPING TO CALL BUTTON LIGHT IS LOOSE. LIGHT COMES ON AND OFF. | | | |
| 313 | 3/4/96 | H/H | MAGNETIC DOOR HOLD IS LOOSE AND COMING OUT OF WALL. | | | |
| 316 | 2/16/96 | H/H | FLOOR: FLOOR DRAIN IN WRONG LOCATION; DRAIN NEAR CENTER OF ROOM. FLOOR DOES NOT SLOPE TO DRAIN. | | | |
| 317 | 2/16/96 | H/H | FLOOR: FLOOR DRAIN IN WRONG LOCATION; DRAIN NEAR CENTER OF ROOM. FLOOR DOES NOT SLOPE TO DRAIN. | | | |
| 318 | 3/4/96 | H/H | CELLING/SOFT: SMOKE DETECTOR IS COVERED WITH TAPE. | | | |
| 318 | 3/1/96 | REI | LIGHT FIXTURES: ONE TYPE 'A' FIT FIXTURE HAS A HANGING BALLAST. | | | |
| 320 | 3/4/96 | H/H | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 321 | 2/16/96 | H/H | LIGHT FIXTURE DIFFUSERS NOT INSTALLED. | | | |
| 321 | 3/1/96 | REI | WALL OUTLETS: ONE RECEPTACLE MISSING. | | | |
| 323 | 2/28/96 | H/H | SOUTH WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN STAINLESS STEEL SPACERS AND GLASS PANEL. | | | |
| 324 | 3/1/96 | L | LIGHT CONTROLS: ROOM 'C' SWITCH IS REVERSED WITH STUDY ROOM 'D' SWITCH. FLOOR OUTLET NOT INSTALLED. | | | |
| 325 | 2/14/96 | H/H | EAST WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN S. STEEL SPACERS AND GLASS PANEL. | | | |
| 326 | 2/16/96 | H/H | EAST WALL: NEOPRENE WASHERS NOT PROVIDED BETWEEN STAINLESS STEEL SPACERS AND GLASS PANEL. | | | |
| 331 | 1/5/96 | H/H | CELLING SOFT: BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 332 | 2/22/96 | H/H | SOUTH WALL: FINISH AND SEAL BETWEEN ALUM. WINDOW FRAME AND GWB AND SHL NOT PROPERLY DONE. | | | |
| 333 | 2/1/96 | H/H | FLOORING: FLOOR IS STAINED AND RUSTED AND SHOULD PROPERLY SECURED TO THE TRENCH HEADER. | | | |
| 333 | 2/1/96 | H/H | TOP OF TRENCH HEADER SHOULD BE LEVELLED WITH CORE FLOOR OF THE ROOM. | | | |
| 333 | 2/1/96 | H/H | EXISTING TRENCH HEADER IS ABOUT 1" HIGHER THAN THE ADJACENT FLOOR. | | | |
| 333 | 2/1/96 | H/H | SOUTH WALL: BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 333 | 2/1/96 | H/H | WEST WALL: BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 333 | 2/1/96 | H/H | OPTICAL FIBER AND COPPER CABLES NOT LABELED. | | | |
| 333 | 2/1/96 | H/H | FIRE-STOP MATERIAL IN TWO SLEEVES NOT AS SPECIFIED. | | | |
| 335 | 1/28/96 | H/H | LIGHT FIXTURE ABOVE CLOSET #11 NOT INSTALLED. | | | |
| 335 | 1/28/96 | H/H | MANY LIGHT FIXTURES ARE NOT WORKING. | | | |
| 335 | 3/1/96 | REI | TALKING SIGNS NOT INSTALLED. | | | |
| 336 | 3/16/96 | H/H | CALLING AROUND WINDOW FRAMES INCOMPLETE AND DIRTY. | | | |
| 337 | 4/11/96 | ALEX | CASEWORK: 3018; FILE DRAWER AT SOUTH SIDE DOES NOT CLOSE FREELY. | | | |
| 337 | 3/6/96 | H/H | SPRINKLER HEADS ARE NOT PROPERLY COVERED IN MANY LOCATIONS. | | | |
| 337 | 3/16/96 | H/H | EXIT SIGN ABOVE WORK STATION INSTALLED IN REVERSE FACING SOUTH. (FIXED) | | | |

| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | H/N COMP | BY | APPRD DATE |
|-------|--------|------|--|----------|----|------------|
| 340 | 2/7/96 | ALEX | CASEWORK 340A, B, C & D RADUSED SHELVING. UPPER SHELVING UNITS HAVE ONLY 2 SHELVES 3 SHELVES WERE SPECIFIED. | | | |
| 341 | 3/5/96 | H-N | BEAM PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 341 | 4/4/96 | T | FIRE STOP MATERIAL IN SLEEVES NOT AS SPECIFIED. | | | |

LEVEL 97

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|-----|---------|-----|--|--|--|--|
| 401 | 2/1/96 | REI | LIGHT CONTROLS / SWITCHES 'D' & 'G' DO NOT CONTROL ANY LIGHT FIXTURES, OR THE FIXTURES ARE NOT CONNECTED TO THE CONTROLS. | | | |
| 402 | 4/7/96 | REI | TALKING SIGNS NOT INSTALLED ALONG NORTH WINDOW WALL. | | | |
| 402 | 2/14/98 | REI | SOME OF LAMPS F2 AND F4 ARE NONOPERABLE. | | | |
| 404 | 4/16/98 | REI | TWO JUNCTION BOXES LEFT OPEN WITH EXPOSED WIRES; NO FACE PLATE OR EQUIPMENT CONNECTION. | | | |
| 408 | 2/14/96 | REI | EXIT SIGN BY GRID LINE 9 REAKS (T X E) REVERSED ON ONE SIDE. | | | |
| 408 | 2/14/96 | H/N | LOOSE WIRES HANGING DOWN FROM SHOE SOCKETS. | | | |
| 407 | 2/7/94 | REI | SWITCH DO NOT CONTROL LIGHT FIXTURE. ELECTRIC PANEL COVER NOT IN PLACE. | | | |
| 408 | 3/1/96 | REI | LIGHT CONTROLS: SWITCH 'A' OPERATES BOTH TYPE F57 FIXTURE AND FIXTURE IN ROOM 407. | | | |
| 408 | 2/14/96 | REI | SWITCH 'D' DOES NOT OPERATE ANY FIXTURE. | | | |
| 408 | 2/14/96 | REI | SWITCH 'G' DOES NOT OPERATE ANY FIXTURE. | | | |
| 408 | 2/14/96 | REI | TWO WALL OUTLETS WERE NOT INSTALLED. | | | |
| 408 | 2/14/96 | REI | TYPE F57 FIXTURE DOES NOT HAVE DEFUSERS. | | | |
| 408 | 4/1/94 | REI | SOME TYPE F52 FIXTURES ARE NOT WORKING. | | | |
| 408 | 4/1/94 | REI | SOME TYPE F51 FIXTURES ARE NOT INSTALLED. | | | |
| 411 | 3/1/96 | REI | FIRE SPEAKER STROKE LOCATED INSIDE BOOK SHELF IS LOOSE (AT GRID LINES F.5 & 11.5 SOUTH) | | | |
| 411 | 2/14/96 | H/N | SOME MCHD SLIDE CONNECTIONS ARE LOOSE AT SOUTH WALL - UPPER WINDOW. | | | |
| 419 | 2/28/96 | H/N | DOOR 419A STRIKES EXIT SIGN WHEN FULLY OPENED. | | | |
| 429 | 2/20/96 | H-N | EAST WALL: CASE WORK 429A NOT ACCEPTABLE. TWO COUNTER TOP STONE SIDE BY SIDE ARE OF DIFFERENT THICKNESS. | | | |
| 434 | 2/14/96 | REI | SOME LIGHTS WERE NOT CONNECTED TO LIGHT CONTROLS IN ELECTRIC CLOSET. | | | |
| 437 | 2/2/96 | REI | EXIT SIGN BY ROOM 404 (EAST SIDE) INSTALLED IN REVERSE (T X E). | | | |
| 440 | 3/3/96 | H-N | EDGE OF GASKET ON THE SLIDING SHOCK DOOR DOES NOT CONTACT FULLY WITH THE OPPOSITE JAMB, WHICH COMPROMISES THE SHOCK BARBER FUNCTION. | | | |
| 442 | 3/8/96 | H-N | DOOR 438B: PANIC BAR TRIPST BOLT GRINDS ON FLOOR. DOOR CLOSING COORDINATOR DOES NOT WORK. | | | |
| 446 | 2/1/96 | REI | A 20 AMP RECEPTACLE WAS CALLED FOR PER THE CONSTRUCTION DOCUMENTS, A 15 AMP RECEPTACLE WAS INSTALLED INSTEAD. | | | |

LEVEL 112



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HMW COUP | APPRD BY | DATE |
|-------|---------|--------|---|----------|----------|------|
| 504 | 3/1/98 | REI | EQUIPMENT CONNECTION NOT COMPLETE. ELECTRICAL WATER HEATER PIPES ON FLOOR | | | |
| 505 | 3/1/98 | SMGR | FLOORING CARPET YARNS NEEDED TO BE TRIMMED AT ALL WALLS BASE AND DOOR JAMBS | | | |
| 506 | 4/1/98 | REI | TYPE FF EXFURE INOPERABLE. LOW CONTROL S VOLTAGE SWITCH INOPERABLE. | | | |
| 507 | 3/1/98 | HARDON | TRIAL AT WINDOW JAMB OF EAST WINDOW IS LIFTING. | | | |
| 507 | 3/1/98 | REI | ONE LIGHT FIXTURE HAS SOLDER OR THICK SILVER - SPILLED PAINT OVER OTHER REFLECTOR | | | |
| 509 | 3/1/98 | REI | NORTH WALL: LOOSE WIRES HANGING FROM MACHO SHADE HOUSING. SHADE TRIAL SCRATCHED AND STAINED. | | | |
| 510 | 3/1/98 | REI | FIRE ALARM DEVICES: ONE STROBE LIGHT WAS INSTALLED. CONTRACT DOCUMENTS REQUIRES 2 | | | |
| 511 | 3/1/98 | HMW | EAST WALL: EXPOSED WIRING ABOVE DOOR 599A | | | |
| 512 | 3/1/98 | REI | STROBE LIGHT IS MISSING. | | | |
| 517 | 3/1/98 | HMW | SOUTH WALL: SLIDING FIRE DOOR EDGE NOT VERTICAL (PILINED), GASKET SEAL DOES NOT WORK AS A RESULT. | | | |
| 527 | 3/1/98 | HMW | INSTALLATION OF PLUMBING INCOMPLETE - DRAIN PIPE EXPOSED AT NORTH WALL. | | | |
| 527 | 2/15/98 | ALEX | SHELF SUPPORT MISSING IN SOUTHERN MOST LOWER CABINET - LAMINATION IS SEPARATING. | | | |
| 527 | 3/1/98 | REI | LIGHTING FIXTURE UNDER CABINET NOT WORKING. CONTROLS ARE REVERSED. STROBE IS BENT. | | | |
| 532 | 2/25/98 | HMW | FLOOR SLOPE DOES NOT FALL TO DRAIN ACCORDING TO DETAIL IN 12/ALR2 | | | |
| 534 | 3/1/98 | HMW | CEILING SOFFIT: ELECTRICAL JUNCTION BOX LEFT UNCOVERED. | | | |
| 535 | 1/23/98 | HMW | EAST WALL: JOINTS AT GMB AND CURTAIN WALL NOT PROPERLY INSTALLED - GAPS. | | | |
| 541 | 3/1/98 | REI | HAIR DRYER NOT OPERATING - NO ELECTRICAL CONNECTION | | | |
| 543 | 3/1/98 | HMW | NORTH WALL: 1/2" GAP BETWEEN BACK OF ELEVATOR CALL BUTTON PANEL AND GEB WALL | | | |
| 543 | 3/1/98 | HMW | CONNECTION WIRING TO ELEVATOR CALL BUTTON IS LOOSE. LIGHT GOES OFF WHEN TOUCHING PLATE | | | |
| 543 | 3/1/98 | REI | WEST WALL: INSTALLATION OF FIRE PULL DEVICE INCOMPLETE. DEVICE IS LOOSE. | | | |
| 545 | 4/16/98 | REI | ELECTRICAL: NO PERMANENT LABELS PROVIDED ON BUSWAY SWITCHES. | | | |
| 545 | 4/16/98 | REI | WALL OUTLETS - 15A DUPLEX INSTALLED INSTEAD OF 20A. | | | |
| 550 | 2/15/98 | REI | CASEWORK 5500: UNDER CABINET LIGHTS NOT INSTALLED AS PER DETAIL 2/16/09. | | | |
| 550 | 3/1/98 | HARDON | ENTIRE GLASS WINDOW WALL VIBRATES AND RATTLE | | | |
| 561A | 3/1/98 | REI | LIGHTING CONTROL SWITCHES WERE INSTALLED UP SIDE DOWN. | | | |
| 561B | 1/23/98 | REI | STROBE LIGHT NOT FLUSH WITH WALL. | | | |
| 566 | 3/1/98 | HMW | SOUTH WALL: WATER DAMAGE AND STAIN ON GMB INSIDE WINDOW ABOVE. | | | |
| 571 | 3/1/98 | HMW | DOORS AND FRAME ARE BADLY DAMAGED. | | | |
| 573 | 2/23/98 | HMW | BEAL PIPE OR DUCT PENETRATIONS NOT PROPERLY SEALED. | | | |
| 573 | 3/2/98 | HMW | CEILING LIGHT VISIBLE THROUGH SLEEVE AT ROOF. | | | |
| 575 | 3/1/98 | REI | HAIR DRYER NOT CONNECTED. | | | |
| 576 | 3/1/98 | REI | LIGHT SENSOR COVER PLATE NOT INSTALLED. | | | |
| 578 | 1/23/98 | HMW | EAST WALL: STROBE LIGHT OFF LEVEL. | | | |
| 582 | 3/1/98 | HARDON | WINDOW WALL BETWEEN GROUND FLOOR & 2ND ENTIRE WALL ASSEMBLY VIBRATES - NOT ANCHORED SUFFICIENTLY | | | |
| 585 | 3/1/98 | HMW | DOOR SCAFFOLDING VERY TIGHT. DOOR FROM AGAINST THE FRAME DURING OPERATIONS OR CLOSING | | | |
| 588 | 4/1/98 | T | ONE FIBER OPTIC CABLE COILING THROUGH THE CEILING FIXTURE IS NOT FLUENTLY RATED. | | | |
| 589 | 3/1/98 | HMW | RADIATOR PANELS AT EAST SIDE ARE DEVIED. PANELS ARE LOOSE AND NOT ANCHORED. | | | |



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HWM COUP | BY | APPRO DATE |
|-------|--------|--------|--|----------|----|------------|
| 590 | 3/1/98 | HWN | FLASH AROUND SPRINKLER HEAD ABOVE STAIR INCOMPLETE | | | |
| 590 | 3/1/98 | WARIOM | WINDOW WALL CORNER JAMB FALLING APART; COVER PLATES NOT ALIGNED VERTICALLY | | | |

MISCELLANEOUS ITEMS

| | | | | | | |
|------|----------|-----|--|--|--|--|
| | 2/29/98 | HWN | BUILDING ENVELOPE Reference detail A7.02: Fulton Street Elevation - 2" wide gap at line 3.5. | | | |
| FS#1 | 12/10/96 | HWN | FIRE STAIR#1 Grove Street Exit Door: Threshold not sealed properly. Water coming through. Stone pavers and threshold are not sealed or grouted. | | | |
| FS#2 | 3/1/98 | HWN | FIRE STAIR#2 Level 3rd. Grove Street Exit Door: Threshold and stone not sealed properly. Water coming through. Threshold installation incomplete. Material of different colors are used (do not match). Detail at present incomplete. Sealant steel plates are missing at both ends. | | | |
| FS#4 | 3/1/98 | HWN | FIRE STAIR#4 AND VESTIBULES Exit door "M44C": Both doors do not close on their own. Bottom rod not operable. Panic hardware is jammed. Doors are too short. Threshold not sealed properly. Water coming through. Doors are too short. Detail at present incomplete. Sealant steel plates are missing at both ends. | | | |
| | | | SITE PAVING FULTON STREET Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02511B. The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the seismic joint assembly. See detail A7.109. Joint between adjacent granite pavers not flush in many locations. Potential tripping hazard. Too much vibration and movement in the system. | | | |
| | | | GROVE STREET Granite pavers outside Fire Stair #1 exit door are not grouted and sealed causing water intrusion. | | | |



| RM NO | DATE | SUB | DESCRIPTION OF OPERATIONAL ITEMS | HNN COMP | APPRO BY | APPRO DATE |
|-------|----------|-----|--|----------|----------|------------|
| Site | 12/17/96 | HNN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02511. | | | |
| Site | 12/17/96 | HNN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the seismic joint assembly. See detail (A7.104). | | | |
| Site | 12/17/96 | HNN | Joint between adjoining granite pavers not flush in many locations (potential tripping hazard). Too much vibration and movement in the system. | | | |
| | | | LARKIN STREET | | | |
| Site | 12/17/96 | HNN | Concrete sidewalk paving around street light bases not complete. | | | |
| Site | 12/17/96 | HNN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02511. | | | |
| Site | 12/17/96 | HNN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the seismic joint assembly. See detail (A7.104). | | | |
| Site | 12/17/96 | HNN | Joint between adjoining granite pavers not flush in many locations. (potential tripping hazard). Too much vibration and movement in the system. | | | |
| | | | HYDE STREET | | | |
| Site | 12/17/96 | HNN | Joints between granite pavers and adjacent surfaces exceeds 1/4" wide at many locations. Refer to Specifications Section 02511. | | | |
| Site | 12/17/96 | HNN | The gap width between the exposed aluminum extrusion is inconsistent and too wide at many locations along the edge of the seismic joint assembly. See detail (A7.104). | | | |
| Site | 12/17/96 | HNN | Joint between adjoining granite pavers not flush in many locations. (potential tripping hazard). Too much vibration and movement in the system. | | | |



SIGN STATUS AS OF MARCH 18, 1998

Outstanding Items

| Sign No | Loc. | Comments |
|---------|--------------------------|--|
| 2 38 | 6th flr | Not installed, CAS claims they did not have a copy at prod time; blanks given to CAS |
| 6 9 | 4th flr | "U" in Musica needs accent mark |
| Type 7 | Service desks | Included in PCO #442.1, only temporary signs have been installed; seeking credit |
| 6 7 | 1st flr atrium | Not installed |
| 10 15 | 2nd flr, Child rm | Not installed |
| 10 14 | 2nd flr, Child. rm. | Not installed |
| 10 19 | 2nd flr, Child. rm | Not installed |
| 10 21 | 2nd flr, Child. rm | Not installed |
| 10 25 | 3rd flr. nr FS #2 | Not installed |
| 10 117a | 5th flr, nr elev. #6 | Name misspelled |
| 11 8 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11 9 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11 12 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 12 3 | | Sign may have been deleted. Ron to ask Steve |
| 12 4 | | Sign may have been deleted. Ron to ask Steve |
| 12 5 | 1st flr, W side | Donor's name should not have the initial "R" in it |
| 12 6 | 1st flr, W side | Donor's name should be "Foundation" not "Fund" |
| 12 7 | 1st flr, W side | Donor's name should be "Foundation" not "Fund" |
| 12 8 | 1st flr, W side | Donor's name should be "Foundation" not "Fund" |
| 15 13 | 3rd flr, cmpt atk | Not installed |
| 16 98 | Room 632 | Sign removed for door modification, HHN to check where sign is |
| 16 209 | LO | Not installed |
| 25 2 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25 3 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25 4 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25 5 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 28a.1 | | Old City Hall sign NOT INSTALLED. |

Corrected/Deleted Items

| Sign No. | Loc. | Comments |
|--------------------|-------------------------------------|--|
| 10 117a | 5th flr, nr elev. #6 | Name misspelled |
| 11 8 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11 9 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 11 12 | | Not installed; Sign w/ SFPL, need hardware; CAS said they would send hardware |
| 12 3 | | Sign may have been deleted. Ron to ask Steve |
| 12 4 | | Sign may have been deleted. Ron to ask Steve |
| 12 5 | 1st flr, W side | Donor's name should not have the initial "R" in it |
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| 15 13 | 3rd flr, cmpt atk | Not installed |
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| 25 3 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25 4 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 25 5 | Curved doors @ Fult. St. | Signs are stickers, not stainless steel as specified in G4.14 |
| 28a.1 | | Old City Hall sign NOT INSTALLED. |

PREPARED BY: Marie Rossan





SQUARE D
GROUPE SCHNEIDER

Field Services

Merlin Gerin • Modicon • Square D • Telemecanique

6/15/99

San Francisco Public Library
100 Larkin Street
San Francisco, California 94103

Phone: 415-557-4225

Fax: 415-557-4224

Quote # 51-Q00785

SUBJECT: Preventive Maintenance Testing, Supply & Install Six Circuit Monitors

JOB: San Francisco Library, 100 Larkin Street, San Francisco, California

Dear Mr. Matthew Smyth:

Square D Field Services is pleased to provide this proposal for work to be done at San Francisco Library, 100 Larkin Street, San Francisco, California. Square D's field service engineers have been extensively trained on all Square D's equipment at each plant facility, thus enabling turn around time to be reduced and greater knowledge of how each piece of gear should operate.

Square D field services currently has a 3 year service contract with the US Postal Services in West Sacramento and a 7 year contract with CR Mineral Fallon in Nevada.

Preventive Maintenance

Below is a list of all the items we will be testing. Following this list is description of the test performed.

Automatic Transfer Switch Room

- One automatic transfer switch, "ATS-1", Westinghouse #ATSBM31000XS 1000 amp
- One automatic transfer switch, "ATS-2", Westinghouse #ATSBM30600XS 600 amp

- One automatic transfer switch, "ATS-3", Westinghouse #ATSBM40225XS 225 amp
- One automatic transfer switch, "ATS-4", Westinghouse #ATSBM31200XS 1200 amp
- One automatic transfer switch, "ATS-5", Westinghouse #ATSBM40100XS 100 amp
- One automatic transfer switch, "ATS-6", Cutler Hammer #ATVKDA40150XSU 150 amp

Automatic Transfer Switch Room (cont.)

Panel EDPH-ELEV1

- Nine switches Square D, QMB365W, 100 amp

Panel EDPH-L3

- Six switches Square D, QMB365W, 200 amp

Panel EDPH-L1

- Six switches Square D, QMB365W, 100 to 1200 amp

Panel EMCC-L1

- Four switches Square D, QMB365W, 200 amp

Main Switchgear Room

"MSA" Square D, Power Zone III Switchboard, 4000 amp

- One air circuit breaker, Square D, DS-840, 4000 amp with ground fault, Digitrip
- One air circuit breaker, Square D, DSL-416, 1600 amp, Digitrip
- Three air circuit breaker, Square D, DSL-206, 800 amp, Digitrip
- One air circuit breaker, Square D, DSL-206, 600 amp, Digitrip
- One switchboard clean, torque, & inspection

"MSB" Square D, Power Zone III Switchboard, 4000 amp

- One air circuit breaker, Square D, DS-840, 4000 amp with ground fault, Digitrip
- Two air circuit breaker, Square D, DSL-416, 1600 amp, Digitrip
- Five air circuit breaker, Square D, DSL-206, 800 amp, Digitrip
- One switchboard clean, torque, & inspection

"MCC-L1 Motor Control Center 600 amp

- Twenty four buckets

QMB Board

- Seven switches Square D, QMB365W, 60 to 400 amp

Panel DPL-L2

- Three molded case circuit breakers, 150 to 400 amp

Panel DPH-L2

- Four switches QMB365

Mechanical Room L75

- Motor Control Center EMCC-L2
 - Ten buckets

Telecom/Electrical Room L81-L81A

Switchboard DPL-L1

- One Square D, thermal magnetic breaker, NA36800, 800 amp
- Two Square D, molded case circuit breakers, LA36400, 400 amp
- One Square D, molded case circuit breakers, LA36300, 300 amp
- Two Square D, molded case circuit breakers, Q232225H, 225 amp
- One Square D, molded case circuit breakers, FA36100, 100 amp

- One dry type transformer, Square D 225T3HB45DB, 225kVA

Generator Room

Panel EDPH-L2

- Five switches Square D, QMB365W, 100 to 1200 amp

Electrical Room L31

- One Square D, enclosed circuit breaker, 800 amp
- One dry type transformer, Square D 225T3HB45DB, 225kVA

Mechanical Room L25

Motor control center EMCC-L1 Model 5

- Seventeen buckets, three buckets with auto transformers

Mechanical Room L35

Motor control center MCC-CP Model 5

- Fourteen buckets

Penthouse 7th Floor

Motor control center MCC-Roof Model 5

- Seventy seven buckets

Installation of Six Powerlogic Circuit Monitors

- Two Powerlogic circuit monitors CM2350 in DSS breakers in PZIII Line UP
 - Install two circuit monitors 2- Doors, 2- shorting terminal blocks, 2- 500VA CPT, 6-CT's, 6-PT's, & wire
- Four Powerlogic circuit monitors CM2350 in motor control centers in lower level
 - Install circuit monitors, CT's & PT's

Please refer to the attached proposal overview for the Power Logic portion of this bid. On a designated date of your choice our Power Logic engineer will come to your sight and install, setup and train on the software.

Inspection and Test Procedures:

Automatic Transfer Switch

Visual and Mechanical Inspection

- ◆ Inspect physical condition, cleanliness, proper installation, anchoring and grounding.
- ◆ Inspect bussing compartment, check tightness of accessible bolted bus by torque wrench method.
- ◆ Check interphase barriers for cracks and contamination.
- ◆ Check all arc chutes for physical damage.

- ◆ Check arcing and main contacts for signs of wear or pitting.
- ◆ Lubricate mechanism as necessary.

Electrical Tests

- ◆ Contact resistance is measured for transfer and bypass switch or breaker.
- ◆ Insulation resistance is measured in all switch positions – normal transfer, emergency transfer, normal bypass and emergency bypass.
- ◆ Normal pick up voltage and drop out voltage is measured.
- ◆ Emergency pickup voltage and drop out voltage is measured.
- ◆ Both transfer to emergency time and transfer to normal time is recorded.

Fused Disconnect Switches -- Low Voltage

Visual and Mechanical Inspection

- ◆ Inspect for physical damage, proper installation.
- ◆ Inspect interior insulation arc chutes and interphase barriers.
- ◆ Perform mechanical operator tests. Clean and lubricate as necessary.
- ◆ Check blade alignment and arc interrupter operation.
- ◆ Check fuse linkage and element for proper holder and current rating. Record fuse data.

Electrical Tests

- ◆ Contact resistance is measured across each switch blade and fuse line, measured in micro-ohms.
- ◆ Perform insulation resistance test on each phase to ground and from phase to phase.

Circuit Breakers - Low Voltage (Air)

Visual and Mechanical Inspection

- ◆ Check mechanical operation.
- ◆ Cell fit and element alignment are checked.
- ◆ Bolt torque levels are checked in accordance with manufacturers or U.S. Standards



specifications.

- ◆ Check arc chutes for foreign matter, cracks and secure installation.
- ◆ Clean primary contact surfaces and lubricate if required.

Electrical Tests

- ◆ Contact resistance is measured.
- ◆ Insulation resistance is checked at 1000 volts D.C. for one (1) minute from pole to pole and from each pole to ground and across open contacts of each phase.
- ◆ Minimum long-time pick-up current is determined when possible; delay time is determined at 300% of pick-up by secondary injection.
- ◆ Short time pick-up and time delay is determined by secondary injection.
- ◆ Instantaneous pick-up current is determined by secondary injection.
- ◆ Ground fault pick-up current and time delay is determined by secondary injection.
- ◆ Trip unit reset characteristics are verified.
- ◆ Final settings are made in accordance with Engineer's prescribed settings.
- ◆ Auxiliary devices, such as under voltage relays, blown main fuse detector, shunt close, shunt trip, spring charging motor and auxiliary contacts are activated to ensure operation as applicable.
- ◆ All functions of the trip units will be tested with test kits.

Circuit Breakers - Low Voltage (Molded Case)

Visual and Mechanical Inspection

- ◆ Circuit breaker is checked to ensure smooth operation.
- ◆ The case is inspected for cracks or other defects.
- ◆ Bolt torque levels are checked in accordance with manufacturers or U.S. Standards specifications.

Electrical Tests on Breakers of 100 Amps or Larger

- ◆ Contact resistance is measured.
- ◆ Insulation resistance is checked at 1000 Volts D.C. for one (1) minute from pole to pole and from each pole to ground and across open contacts of each phase.
- ◆ Test trip release on each circuit breaker.



- ◆ Minimum long-time pick-up current is determined when possible. Long-time delay is determined by primary current injection method at 300% of rating.
- ◆ Instantaneous pick-up current determined by primary injection using run-up or pulse method.

Motor Control Centers

Visual and Mechanical Inspection

- ◆ Inspect the MCC for physical damage, proper anchorage and grounding.
- ◆ Compare equipment nameplate data with design plans.
- ◆ Compare overload heaters with motor full load current for proper size.
- ◆ Bolt torque levels are checked in accordance with manufacturers or U.S. Standards specifications.

Electrical Tests

- ◆ The following insulation tests are performed:
 - 1) Insulation resistance of each bus section is measured phase to phase and phase to ground for one (1) minute.
 - 2) Insulation resistance of each starter section is measured phase to phase and phase to ground with the starter contacts closed and the protective device open.
- ◆ Motor overload units are tested by injecting primary current through the overload unit and monitoring trip time.
- ◆ Control devices are initiated to check proper operation.

Inspection and Test Procedures: Transformers (Dry-Type)

Visual and Mechanical Inspection

- ◆ Verify that any shipping braces and bolts have been removed.
- ◆ Verify the operation of auxiliary devices, such as fans, indicators, and tap changer.
- ◆ Bolt torque levels are checked in accordance with U.S. Standards specifications.
- ◆ Check for proper grounding of core and frame.

Electrical Tests

- ◆ Insulation resistance tests are performed winding to winding and winding to ground.
- ◆ A turns ratio test is performed between windings for all tap positions.

Switchgear and Switchboard Assemblies -- General

Visual and Mechanical Inspection

- ◆ Inspect the assemblies for physical damage.
- ◆ Inspect bussing compartment. Check tightness of accessible bolted bus joints by torque wrench method. Check insulators for cracks and contamination.
- ◆ Verify all electrical, key and mechanical interlock systems for correct operation.
- ◆ Make closure attempt on locked open devices. Make opening/withdrawal attempt on locked closed devices.
- ◆ Check mechanical operations of circuit breaker in cell and activate auxiliary devices.
- ◆ Check drawout trays, contact alignment, ease of operation, proper grounding and interlock.
- ◆ Inspect circuit breaker cell for contamination, physical damage, loose hardware, shutter mechanism, control plug, guide rail, floor nameplates, ground bus, auxiliary contacts and linkages.
- ◆ Inspect circuit breaker for contamination, physical damage, main finger/stab penetration and secondary connections.

Electrical Tests

- ◆ Insulation resistance of each bus section is measured phase to phase and phase to ground.

Test Values

- ◆ Bolt torque levels are checked in accordance with U.S. Standards or manufacturers specifications.
- ◆ Insulation resistance testing is to be performed in accordance with the following guidelines:

| <u>Voltage Rating</u> | <u>Minimum Test Voltage</u> |
|-----------------------|---------------------------------|
| 0 - 250 V | 500 Vdc |
| 251 - 6000V | 1000 Vdc |
| 601 - 5000V | 2500 Vdc |
| 5001 - 39000V | 5000 Vdc |

- **Schedule:**

Square D estimates that it will require two (2) to four (4) weeks upon receipt of order.

- **Customer Responsibilities:**

1. Assign a single point contact for all matters associated with this project.
2. Provide all specific job and site requirements and applicable procedures in a timely manner.
3. Provide access to the job site to facilitate the performance of the work.
4. **Customer** shall perform all switching of power.
5. **Customer** shall supply all protective device settings.
6. **Customer** is responsible for 120-volt control power and lights in work area.
7. **Customer** is responsible for cost and schedules for the necessary utility outage (if needed).
8. **Customer** shall supply all necessary electrical drawings (if needed).

- **Terms and Conditions:**

The work described in this proposal will be performed in accordance with the Square D Terms and Conditions, which are attached to this proposal. No other terms and conditions shall apply and Square D specifically rejects any preprinted terms and conditions on customer's purchase order, but welcomes the opportunity to discuss mutually agreeable terms.

SDFSD appreciates the opportunity to offer our services. If you have any questions concerning this proposal, please do not hesitate to call me.

Sincerely,



Thomas Arnold
Senior Service Sales Engineer

Phone & Fax-925-926-0732

- **Price and Payment**

The pricing of this proposal is based on the following:

- This quotation does not include any state, federal, or local taxes.
- This quotation is valid for acceptance for -30- days from date of issue.
- Shipment is made F.O.B. destination, freight prepaid and allowed to the destination.
- Payment may be spread out on a monthly basis if desired with final payment of all work performed in 1999 due no later than December 15th 1999.

- **Pricing**

- **Preventive Maintenance Testing, with 5 Year Maintenance Program, Supply, & Install Six Circuit Monitors**

The initial project performed on Labor day weekend 1999 is **\$112,511.**

The Maintenance performed in 2004 for labor only on overtime will be **\$ 72,004.**

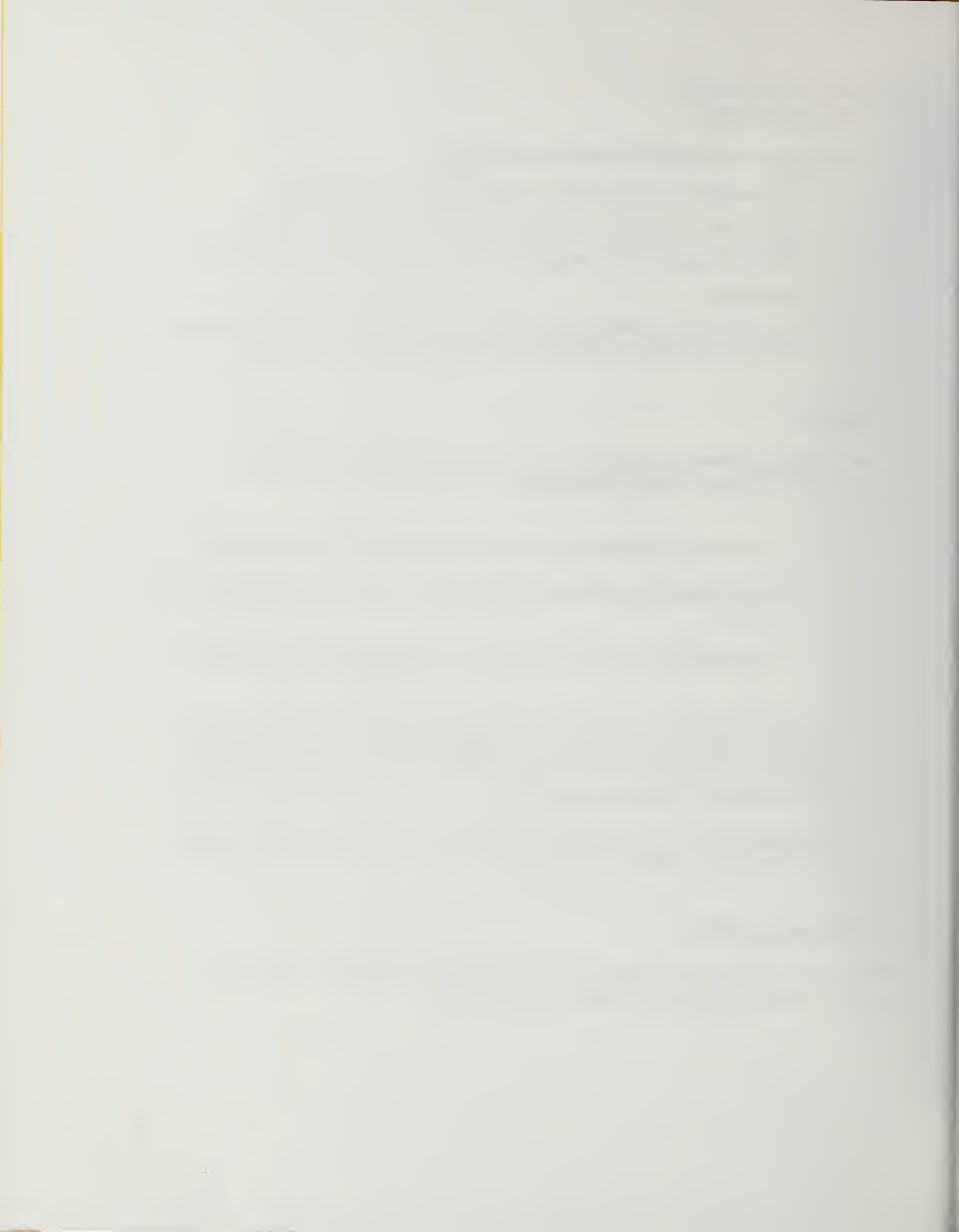
This project can be done for the firm price of **\$184,515.00 on overtime.**

If it is determined after the maintenance is completed that any parts need to be replaced, Square D will charge an hourly rate of \$100 per hour per person on straight time or \$150 per hour per person on overtime. These rates will be held for the life of the five year service contract.

In addition, if parts are needed and our field service engineers perform the work we will sell these parts at a 15% discount.

- **Proposal Acceptance:**

This proposal is valid for acceptance for (30) days from date of issue. To accept this proposal, please contact Lori Langdon at 707-781-9120.



Proposal Overview

To increase electrical system management capability, SAN FRANCISCO LIBRARY is considering the installation of a Square D POWERLOGIC System. This system and the POWERLOGIC Software will provide information to improve plant electrical system reliability, identify problem circuits, and possibly reduce SAN FRANCISCO LIBRARY's electrical costs in the future.

Why should SAN FRANCISCO LIBRARY put a system in now?

Several things have made power-monitoring systems virtual imperatives for large power consumers in the last several years. Cost/benefit ratios have soared due to fantastic improvements in software, hardware and user support. An uncertain utility regulatory environment guarantees rate changes and additional utility billing complexity. Put simply, **POWERLOGIC can:**

- ✓ Help SAN FRANCISCO LIBRARY reduce electrical power costs:
 - Explore interruptible power with Utility
 - Use historical data on kW demand to identify circuits causing monthly demand peaks
 - Provide precise tracking of kWh usage per circuit
- ✓ Minimize downtime, by providing information to:
 - Alarm on over 160 values per feeder, in many cases giving information to power system operators warning of impending breaker trips.
 - Show specialized screens to system operators to dispatch personnel to appropriate areas in case of outages (see appendix A).
 - Allow work more closely with the utility and others on harmonics, power quality issues, or various anomalies.
- ✓ Maximize dollar investment in power system assets, sometimes reducing or deferring the purchase of new electrical equipment by:
 - Utilizing historical data to identify unused system capacity
 - Potential to identify and correct poor power factor areas for increased system loading.

Why should SAN FRANCISCO LIBRARY select Square D?

Twelve (12) years of success in transforming power system *data* into *useful information* for large power system operators has positioned Square D POWERLOGIC as the undisputed leader in Software, Hardware, Communications, Support and Training.

Square D software has almost 60 man-years of development, all written for large power systems. Operating environments supported are DOS, Windows, Windows 95, Windows NT, and NT Server. The breadth and depth of our software packages are unique in the industry.

Hardware advantages are as important. Modern power monitoring uses one "super meter" with on board data storage, optical communications, downloadable firmware and network communications as standard. Compared to multiple transducers, this approach gives 100 times the information at fractions of the cost. Accuracy is nearly perfect and there is never a need for any maintenance or calibration. With the downloadable firmware feature, the monitor can be updated to the latest firmware, extending hardware life by allowing the user to keep pace utility changes or technology improvements without hardware replacement.

To be effective, *systems must translate data into information*. Twelve (12) years experience in the marketplace has taught Square D that support from experts can greatly multiply the efforts of these systems in the hands of capable engineers. We create value for the power-monitoring customer with these tools:

1. Regular newsletters and application notes
2. The Power Management "braintrust" - IEEE committee leadership
3. Unlimited telephone support center
4. 35 person application engineering group
5. Advanced engineering/power management consulting services

How can SAN FRANCISCO LIBRARY get started?



Components

Hardware

CM2000 circuit monitors are chosen for accurate, comprehensive information. Furthermore, these units can be expanded to higher model numbers for the difference in price plus a reasonable processing fee. These devices monitor all parameters of your electrical system. Included are 12,000 user definable storage registers, on board memory, optical communications, and downloadable firmware.

Communications

Circuit Monitors chain together over IEEE RS485 Industrial Communications protocol. This open standard can be over 10,000 feet in length and supports a huge variety of fiber optic transceivers, modems, line drivers, radios and other communications accessories. In this case, line drivers and converters are utilized to push the signal through existing, dedicated, analog telephone lines. Beldon 8723 cable is the physical wire between the meters. Telephone pairs are 22 or 24 gauge, supplied by SAN FRANCISCO LIBRARY. Ethernet is widely accepted and often the preferred communication. We have been providing reliable Ethernet solutions since 1992. We support both TCP/IP and OSI Ethernet models.

Software

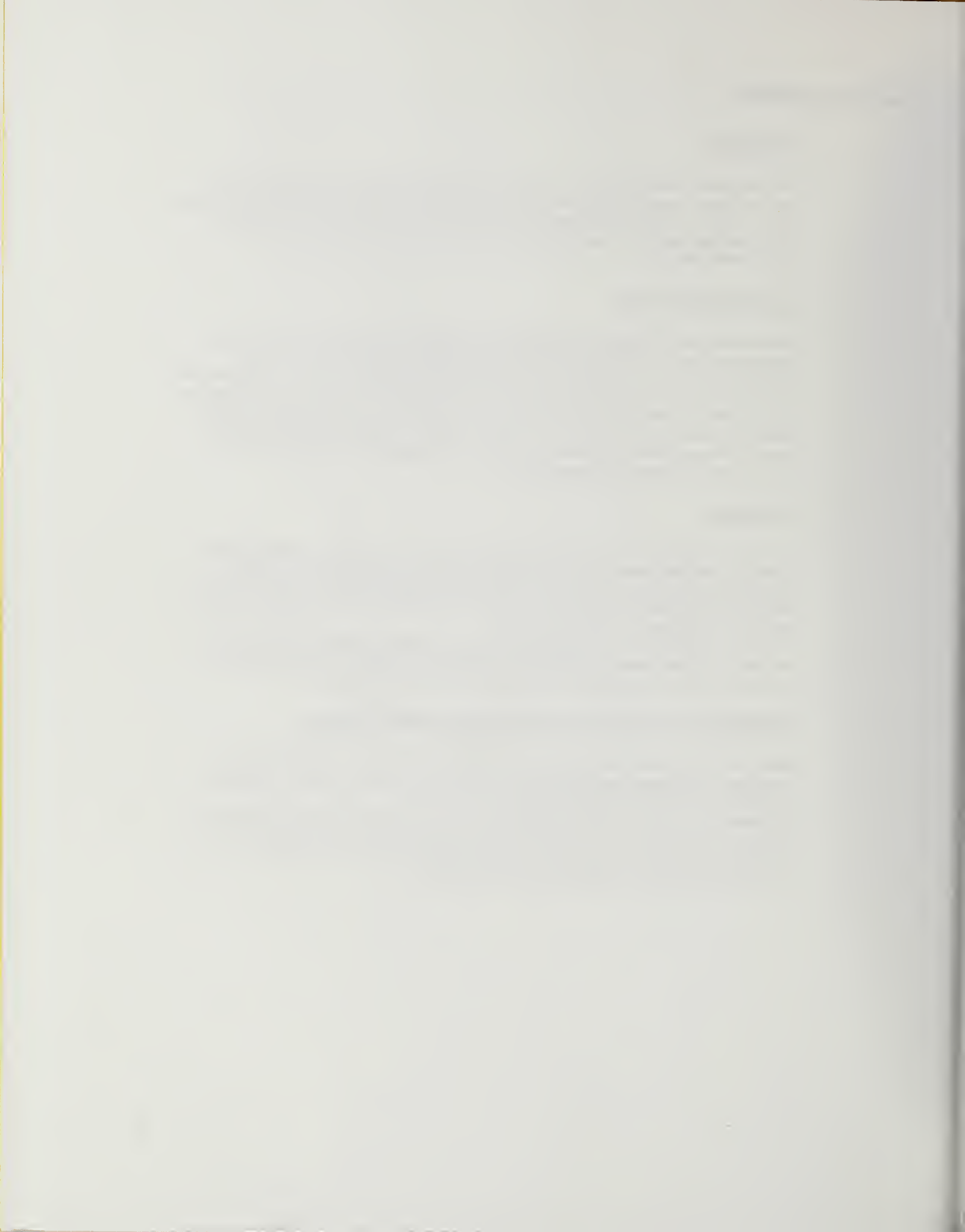
Software for several workstations is recommended as this will allow several users access at the same time, which will increase the benefits of the system to SAN FRANCISCO LIBRARY. System Manager Software (SMS3000/SMS1500) is our highest capability, full function, Windows NT/95 based application software. This software handles communications, organizes, stores, displays and prints data. It resides on the server.

The interactive graphics (GFX1000) attachment will incorporate SAN FRANCISCO LIBRARY's one lines, elevation drawings and other linked graphics screens, allowing the system user to quickly move between drawings and rapidly make decisions in emergencies.

Application Engineering Services and Training

Start up services would include a number of days start up and training. All software will be configured, including one line graphics screens. Please be sure to give Square D Application Engineering two to four weeks notice before expected startup.

Additional training can be provided in Nashville, TN. Two additional Schools are proposed as options. "POWERLOGIC University and "Advanced POWERLOGIC" are held approximately every other month. Travel, lodging and some meals would be at the expense of SAN FRANCISCO LIBRARY. Please see the Training Brochure.



Bill of Material

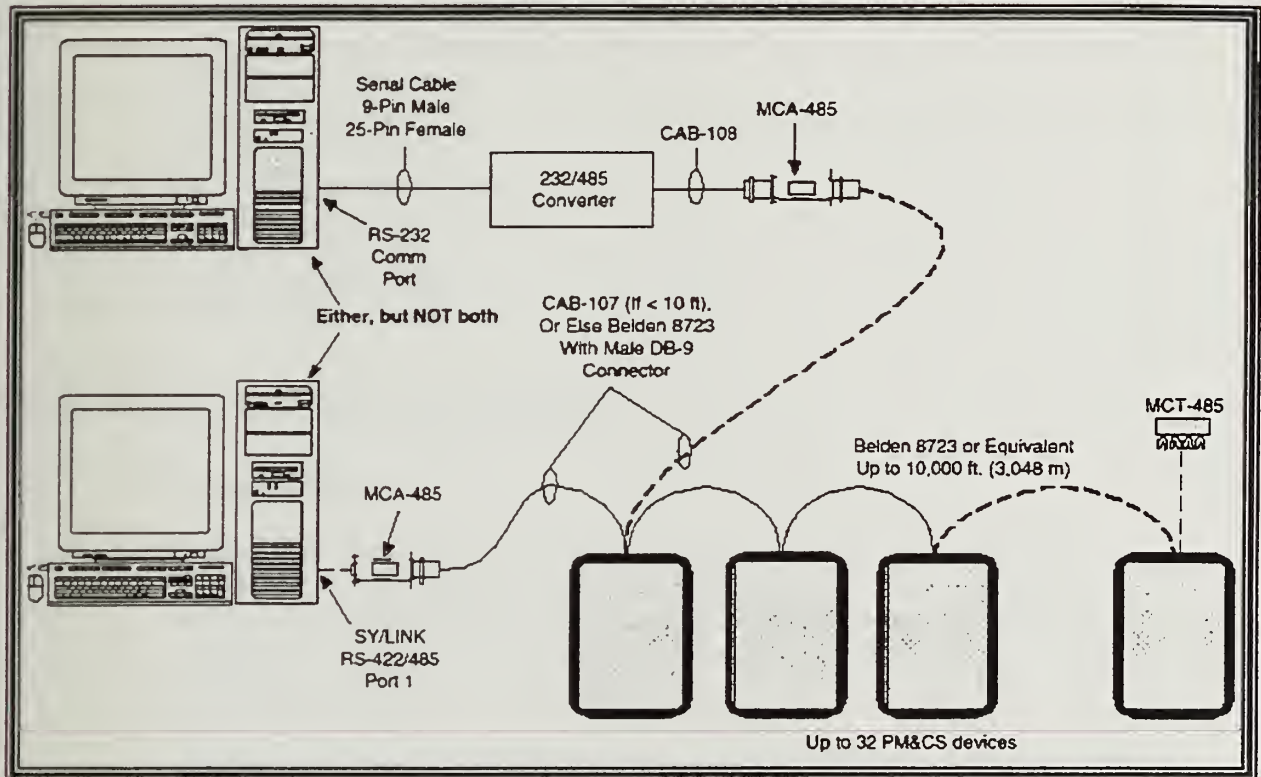
Recommended Solution

| Qty | Class | Type | Description |
|-----|-------|----------------|--|
| 6 | 3020 | CM-2350 | CM - Instrumentation, WFC, Sag/Swell & Ext. Memory |
| 1 | 3080 | PMX-1500 | Power Monitoring EXPLORER, Stand-alone (for Win'95 & NT) |
| 1 | 3080 | GFX-1000 | Interactive Graphics, Client for SMS3000 (for Win'95 & NT) |
| 1 | 3090 | CAB-107 | Comms. Cable (10-Ft, DB-9M to Spade Lugs) |
| 1 | 3090 | MCT-485 | Multipoint Comms. Terminator |
| 6 | 3090 | CMA-100 | Circuit Monitor Mounting Collar (for CM2000) |
| 6 | 3090 | RTM-317 | Ride Through Module for 17 Watt Devices |
| 12 | 9788 | PLES | CT's 400/5 A split Core |
| 12 | 9788 | PLES | PT's 480:120V |
| 12 | 9788 | PLES | Shorting Terminal Blocks |
| 1 | 9790 | PLES | System Startup and Training |
| 1 | FS | Field Services | System Installation and Wiring |
| 1 | 9788 | PLES | SC902 converter cable for PC/Network connection |

Note: SAN FRANCISCO LIBRARY to provide Computer capable of running Windows 95/NT

Drawings

Daisy Chain Diagram - Figure 1





System Quality Assurance

Partial listing of customers with a complete system (Hardware, Software and Communications):

Complete System users

San Francisco Airport – San Francisco, CA
University of Utah – Salt Lake City, UT
VA Hospital – San Francisco, CA & Seattle, WA
Chevron Corp. – El Segundo, CA
NUMMI – Hayward, CA
AutoLev – Ogden, UT
Tosco – Martinez, CA
Microsoft – Redmond, WA
LSI Logic – Santa Clara, CA
Varion – Santa Clara, CA
Boeing – Seattle, WA
BYU – Salt Lake City, UT

Guarantees and Warrantees:

Hardware:

Square D will Warrantee POWERLOGIC Hardware for **two years** after shipment or acceptance, whichever is later at **NO CHARGE**.

All Square D CM2000 series meters are self-calibrating. Calibration will **NOT** be necessary. If calibration were necessary, it could be performed by the user from any workstation with Square D PMCS software.

Square D will give **UNLIMITED** upgrades on all CM 2000 Series Firmware, within the model number ordered. These upgrades are available for the life of the power equipment at **NO CHARGE**.

Software:

Upgrades within software series are available at no charge for one year after the order is received. Upgrades are only available for software that is purchased and registered.



Application Engineering Services

Square D POWERLOGIC ENGINEERING SERVICES

Square D's POWERLOGIC Engineering Services (PLES). PLES is a group of about 27 professional engineers and trainers, based in Tustin, CA and Nashville, TN. PLES will provide System setup, Hardware configuration, software installation and startup of the overall PowerLogic System. Setup of the hardware and software will include: Data logging, alarming on events, waveform capture and Historical logging.

POWERLOGIC SUPPORT

POWERLOGIC Telephone support is staffed from 7:30 am to 4.30 p.m. Central Time. For the near future, there is no charge for unlimited telephone support. The PHONE number is (615) 287-3400. The FAX number is (615) 287-3404 The WEB is <http://www.powerlogic.com>

Terms and SAN FRANCISCO LIBRARY's duties

All Options, as proposed:

SAN FRANCISCO LIBRARY will supply a computer capable of running Microsoft NT 4.0 software, (Pentium II Processor, 64 megabytes ram, 3GB minimum hard disk, CD drive recommended)

Analog, interplant telephone lines will be available, dedicated to this system. They will be available at the main substation and at the master computer.

Terms

- 10 days on all hardware
- 15 - 30 days lead time on services and training

Thank You

We know how competitive it is and we really do appreciate the opportunity to show you (our valued customer) how we can help you improve your power system information.





9901.00 P05h

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SAN FRANCISCO LIBRARY PUBLIC USE SATISFACTION SURVEY

I. INTRODUCTION

The new San Francisco Main Public Library (the Library) opened to the public on April 18, 1996. After three years of operation the Library commissioned the San Francisco Main Public Library Post Occupancy Evaluation. The purpose of the evaluation was to help Library officials understand which aspects of their services and of the library building were not working well. One component of that evaluation was a survey of Library users.

The user survey was conducted to determine if users are satisfied with the Library's services and with aspects of the library building. The objective is to provide the Library with a prioritized list of problems, to help them develop solutions and a master plan strategy for making improvements to the building and operations.

The overall objective of the survey was to determine if Library users are satisfied with the:

- various library desk services
- availability of library materials
- accessibility of library materials
- building amenities

Library customers were asked a general question to gauge their overall satisfaction with Library services and building features and more specific questions to gauge their satisfaction with specific services and building features. Additional questions were asked to determine Library users access to Library desk and collections and their demographic characteristics.



The survey was conducted during the week of June 9, 1999. A description of the survey methodology and a copy of the questionnaire used in the survey are appended.

II. STUDY RESULTS

A. Library User Demographic Profile

Library users completed 974 survey questionnaires. Approximately 61 percent of the respondents were male and Caucasian. In addition, 79 percent were college graduates. Of the college graduates, 29.9 percent had completed post graduate work. For the age groups, forty-one percent were under age 35 and 38.4 between the ages of 35 and 55. A profile of the survey sample is summarized below:

- **Gender:** Male respondents accounted for 60.9 percent of those surveyed and female respondents for 39.1 percent.
- **Ethnicity:** Caucasians accounted for 60.6 of those surveyed, Asian Americans for 20.4 percent, African Americans for 10.5 percent, Latinos for 5.9 percent, and Native Americans for 2.6 percent.
- **Age:** Forty-one percent of those surveyed were under the age of 35 and 38.4 percent were ages 35 to 54, 13.5 percent were ages 55 to 64, and 7.2 were 65 or over.
- **Education:** More than 79 percent were college graduates, with 29.9 percent completing graduate work, 13.2 percent were high school graduates, and 2.8 had completed grade school.

B. Frequency of Library Use

Library users were asked how frequently they visited the Library. Those visiting more than once a month were classified as frequent users. Those visiting once a month or less were classified as infrequent users. As depicted in Table 1, the majority of the library users were frequent visitors:

- **Frequent Users:** 68.7 percent of the users were frequent visitors to the Library, with 53.6 percent frequenting the Library more than once a week.

- **Infrequent Users:** 31.3 percent of the users were infrequent library visitors, with 7.5 percent of them visiting the library for the first time.

Table 1 Library User Frequency

| Frequency of Use | Number of Visits | Percentage |
|----------------------------|------------------|-------------|
| Two or three times a month | 219 | 22.7 |
| Once a week | 147 | 15.2 |
| More than once a week | 298 | 30.9 |
| Frequent Users | 664 | 68.8 |
| Once a month | 93 | 9.6 |
| Less than once a month | 74 | 7.7 |
| Once in last 6 months | 44 | 4.6 |
| Once in last year | 18 | 1.9 |
| First time | 72 | 7.5 |
| Infrequent Users | 301 | 31.2 |
| Total | 965 | 100.0 |
| Not specified | 9 | |

C. Departments Visited

Library users were asked to list all of the departments they visited the day of the survey. Listed in Table 2 are those departments visited, ranked by overall frequency:

Table 2 Departments Visited

| Department | Number Visits | Percentage of Visits |
|-------------------------------|--------------------------|---------------------------------|
| Audio-Visual | 357 | 36.65 |
| International Languages | 284 | 29.16 |
| First Stop Browsing | 240 | 24.64 |
| Magazines & Newspapers | 205 | 21.05 |
| Government Information Center | 189 | 19.40 |
| Teen Center | 181 | 18.58 |
| Art & Music | 117 | 12.01 |
| General Collections | 87 | 8.93 |
| San Francisco History | 72 | 7.39 |
| Business & Technology | 71 | 7.29 |
| Children's Center | 50 | 5.13 |
| Gay & Lesbian Services | 8 | 0.82 |
| African American Center | 5 | 0.51 |
| Career Center | 5 | 0.51 |
| Deaf Services | 3 | 0.31 |
| Blind Services | 3 | 0.31 |

D. Satisfaction with Library Services

Library users were asked to rate their overall satisfaction with Library services. More than 70 percent were Satisfied or Very Satisfied. The following are the top four specific library services receiving high user satisfaction ratings:

- Helpfulness of staff
- Availability of staff to help you
- Availability of reference materials
- Accessibility of materials on open shelves

E. Dissatisfaction with Library Services

Almost 29 percent (28.9 %) of the users were Somewhat Dissatisfied, Dissatisfied or Very Dissatisfied with Library services. The following are the top four specific library services receiving low user satisfaction ratings:

- Availability of Internet access
- Availability of items to check out
- Convenience of hours
- Arrangements of collections

F. Library Service Desk Wait Time

Library users were asked how long they had to wait for service at any of the 14 library service desks they visited. Some users waited more than five minutes for service. Service desks are ranked in Table 3 on how frequently users waited more than five minutes for service:



MASON TILLMAN
ASSOCIATES, LTD

Fax Transmittal Cover Sheet

Date : July 14, 1999 **Page:** 1 of 24
Subject : San Francisco Main Library Post-Occupancy Evaluation Report

To : Cynthia Ripley **Company:** Ripley Architects
Fax: 415.512.1992 **Phone :** 415.512.0880

From : Gloria A. Wheatley
Fax: 510.835.2647 **Phone :** 510.238.4676

Please let me know if you need a cover for this report. Thank you.

From the desk of..

Gloria A. Wheatley

Mason Tillman Associates
1111 Broadway, Suite 2130
Oakland, CA 94607

510.238.4676
Fax: 510.835.2647
Email: gwheatley@mtaltd.com

Table 3 Service Desk Wait Time

| Service Desk | Number of Users | Percentage of Users Waiting Five Minutes or More |
|---------------------------|------------------------|---|
| • Teen Center | 44 | 13.64 |
| • San Francisco History | 53 | 11.32 |
| • Paging Desk | 102 | 10.78 |
| • Check Out Desk | 383 | 10.44 |
| • Art & Music | 89 | 6.74 |
| • General Collections | 136 | 5.88 |
| • Magazine & Newspapers | 178 | 5.62 |
| • Return Desk | 356 | 4.78 |
| • First Stop | 87 | 4.60 |
| • Business & Technology | 110 | 4.55 |
| • International Languages | 73 | 4.11 |
| • Government Information | 77 | 3.90 |
| • Audio Visual | 88 | 3.41 |
| • Information Desk | 304 | 3.29 |

G. Ease Finding Items/Locations

Most users found it easy to find specific library locations, books or items, and program/events. The percentage that had difficulty finding those items/locations is depicted in Table 4:

Table 4 Ease of Use

| Finding Item/Location | Easy/Very Easy to Find (Percentage) | Somewhat Easy/Difficult/Very Difficult To Find (Percentage) |
|--------------------------|-------------------------------------|---|
| A specific location | 61.2 | 38.8 |
| Specific Book or Item | 55.0 | 31.8 |
| A specific program/event | 67.5 | 32.5 |

H. Satisfaction with the Library Building

Library users were asked to rate their overall satisfaction with the Library building. More than seventy-six percent of Library users were Satisfied or Very Satisfied. The following are the eight specific library building features receiving high user ratings:

- Lighting in building
- Lighting at reader seats
- Availability of elevators
- Heating/cooling
- Comfort of lounge seats
- Ventilation
- Safety in building

I. Dissatisfaction with the Library Building

About 24 percent (23.7%) of the Library users were Dissatisfied, Somewhat Dissatisfied, or Very Dissatisfied with the Library building. The following are the eight specific library building features receiving low user ratings:

- Cleanliness of restrooms
- Access to library Internet terminals
- Proper functioning of restrooms

- Availability of restrooms
- Quietness
- Helpfulness of signs
- Availability of copy machines
- Availability of signs

J. Factors Affecting Library Users' Satisfaction with Library Services

Correlation coefficients were calculated to determine which specific services had the strongest impact on users overall satisfaction with library services.¹ Results presented in Table 5 indicate that all of the queried library services are equally important to the library users. However, the arrangement of collections and the availability of items to check out have the strongest relationship to overall satisfaction.

**Table 5 Overall Satisfaction with Library Services and Satisfaction with Specific Library Services
(Correlation Coefficients In Ranked Order)**

| | |
|--|------|
| Arrangement of collections | 0.64 |
| Availability of items to check out | 0.64 |
| Accessibility of materials on open shelves | 0.62 |
| Availability of reference materials | 0.61 |
| Helpfulness of staff | 0.59 |
| Availability of Internet access | 0.59 |
| Availability of staff to help you | 0.57 |
| Convenience of hours | 0.47 |

K. Factors Affecting Library Users' Satisfaction with Building Features

¹ Correlation measures the strength of a relationship between two variables. The "r" correlation coefficient can take values from -1 (in the case of a perfect inverse relationship) to +1 (in the case of a perfect positive relationship). A correlation coefficient of "0" means an absence of any relationship.



Correlation coefficients were calculated to determine which library building features had the strongest impact on users overall satisfaction with library building features. It appears that the queried building features are almost equally important to library users. However, as indicated in Table 6, lighting in the building and the availability and proper functioning of restrooms have the strongest relationship with overall building satisfaction.

Table 6 Overall Satisfaction with Library Building Features and Satisfaction with Specific Library Building Features (Correlation Coefficients In Ranked Order)

| | |
|--------------------------------------|------|
| Lighting in building | 0.61 |
| Availability of restrooms | 0.60 |
| Proper functioning of restrooms | 0.60 |
| Ventilation | 0.59 |
| Cleanliness of equipment | 0.59 |
| Cleanliness of building | 0.58 |
| Safety in building | 0.57 |
| Heating/Cooling | 0.57 |
| Lighting at reader seats | 0.56 |
| Access to catalog terminals | 0.56 |
| Access to library Internet terminals | 0.55 |
| Cleanliness of restrooms | 0.54 |
| Availability of signs | 0.53 |
| Quietness | 0.54 |
| Helpfulness of signs | 0.53 |
| Comfort of lounge seats | 0.49 |
| Availability of copy machines | 0.48 |
| Availability of elevators | 0.47 |

**Table 6 Overall Satisfaction with Library Building Features and
Satisfaction with Specific Library Building Features
(Correlation Coefficients In Ranked Order)**

| | |
|-------------------------------------|------|
| Comfort of reader seats | 0.47 |
| Proper functioning of copy machines | 0.34 |

L. Departments Visited and User Satisfaction

Correlation coefficients were calculated to determine which Departments or collections users visited had the strongest impact on the users overall satisfaction with library building features. In Table 7 shows that no significant relationship between those variables were present. However there is a weak but non-trivial inverse relationship between visits to the General Collections and satisfaction with both services and building features in that users who visited the General Collections department were slightly more likely to be unsatisfied with the library than users who did not visit General Collections.

**Table 7 Visits of General Collections
and Users Overall Satisfaction
(Correlation Coefficients)**

| | |
|----------------------------|-------|
| Satisfaction with services | -0.14 |
| Satisfaction with building | -0.12 |

Analysis of correlation coefficients between visits to General Collection and specific services and building features indicates that there is a non-trivial inverse relationship with quietness, helpfulness of signs and arrangement of collections.

M. Frequency of Visits and User Service Satisfaction

A comparison of the average library ratings among frequent and infrequent users shows that the first time users and those visiting one or two times in the last year tend to be more satisfied with the library services. Conversely, it appears that dissatisfaction with the library services increases with frequency of visits to the library.

Table 8 Visit Frequency and Service Satisfaction

| Frequency of Visits | Average Services Rating (Ranked) |
|-----------------------------------|---|
| First visit | 4.42 |
| One or two times in the last year | 4.33 |
| Less than once a month | 3.97 |
| Once a month | 3.71 |
| Two or three times a month | 3.82 |
| Once a week | 4.03 |
| More than once a week | 4.03 |
| Grand Total | 3.92 |

N. Frequency of Visits and User Building Satisfaction

A comparison of the average library ratings among frequent and infrequent users shows that the first time users and those visiting one or two times in the last year tend to be more satisfied with the library building, or conversely that dissatisfaction with the library building increases with frequency of visits to the library.



Table 9 Visit Frequency and Building Features Satisfaction

| Frequency of Visits | Average Services Rating (Ranked) |
|-----------------------------------|---|
| First visit | 4.39 |
| One or two times in the last year | 4.28 |
| Less than once a month | 3.98 |
| Once a month | 3.95 |
| Two or three times a month | 3.87 |
| Once a week | 4.05 |
| More than once a week | 3.94 |
| Grand Total | 3.99 |

O. Users' Demographic Characteristics and User Satisfaction

A comparison of the average satisfaction ratings among library users with their demographic characteristics shows no apparent relationship between library satisfaction and user age or gender. However, African Americans and Hispanic American users tend to be more satisfied with library services and building than other ethnic groups.



**APPENDIX A: STUDY
METHODOLOGY**

STUDY METHODOLOGY

Literature Search: A literature search was conducted to identify existing library use and facility amenities satisfaction surveys. Questions asked in those surveys were assessed as to their usefulness to the San Francisco Public Library survey objectives² Those related to the study objectives were used and additional questions were developed to guide our research on patron's library use patterns, satisfaction with library services, and satisfaction with specific building amenities.

Pilot Study: The draft questionnaire was pilot tested using two administration procedures—intercept and self-administration. Library patrons were approached during two four-hour periods for two days. In addition, 60 survey instruments were handed out. Both procedures yielded 78 responses (52 from intercepts and 26 from hand outs). Some questions were refined, based on respondent comments. Also, analysis of pilot test surveys noted no significant difference in the responses from self-administered and intercept questionnaires. Based on this finding, the consultant decided to hand out questionnaires which were completed by library users and placed in strategically place return boxes.

The survey questionnaire is in the appendix.

Library User Survey: A survey of library users was conducted during the week of June 9, 1999. Approximately 3,000 survey questionnaires were handed out to library patrons that week. Of those 3,000, 974 questionnaires or 32.5 percent were completed by users and placed in return boxes. Those 974 questionnaires form the basis of this library use study results.

² Delia, George and Sandra Walsh 1983. *User Satisfaction With Library Service—A Measure of Public Library Performance?* The Library Quarterly, April, Vol. 53, No. 2.; Delia, George and Eleanor Jo Rodger 1996. *Customer Satisfaction with Public Libraries*. Public Libraries, September/October; Minnesota Center for Survey Research, "Saint Paul Public Library Patron Survey," University of Minnesota, unpublished questionnaire; Choong, Han Kim and Robert David Little 1987. *Public Library Users and Uses: A Market Research Handbook*. The Scarecrow Press, Inc., Metuchen, N.J.; San Francisco Public Library "Satisfaction Survey," unpublished questionnaire.

**APPENDIX B: SAN FRANCISCO
MAIN LIBRARY USER
SATISFACTION SURVEY
INSTRUMENT**

San Francisco Public Library Use Survey

We need your help in determining whether we are satisfying your library needs and how we can improve our services.

P. How often have you used the library in the last 12 months? (Please check ONE)

- | | | | |
|---|---|--|---|
| <input type="checkbox"/> This is my first visit | <input type="checkbox"/> Less than once a month | <input type="checkbox"/> Once a week | |
| <input type="checkbox"/> Once in the last 12 months | <input type="checkbox"/> Once a month | <input type="checkbox"/> More than once a week | 1 |
| <input type="checkbox"/> Once in the last 6 months | <input type="checkbox"/> Two or three times a month | | |

Q. What is the primary reason for your visit to the library today? (Please check ONE)

- | | | |
|---|--|---|
| <input type="checkbox"/> Return books or materials | <input type="checkbox"/> Obtain a specific magazine, newspaper | |
| <input type="checkbox"/> Obtain current, popular literature | <input type="checkbox"/> Obtain a government document | 2 |
| <input type="checkbox"/> Obtain a specific book | <input type="checkbox"/> Look around (browse) for materials | |
| <input type="checkbox"/> Obtain a video or a CD | <input type="checkbox"/> Obtain large print materials | |
| <input type="checkbox"/> Brought my child | <input type="checkbox"/> Other (Please specify) _____ | 3 |

R. Which departments did you visit? (Please check ALL that apply)

- | | | |
|--|--|-------|
| <input type="checkbox"/> First Stop Browsing | <input type="checkbox"/> General Collections | |
| <input type="checkbox"/> Audio-Visual | <input type="checkbox"/> Business and Technology | 13-14 |
| <input type="checkbox"/> Magazines & Newspapers | <input type="checkbox"/> Art and Music | 15-16 |
| <input type="checkbox"/> Government Information Center | <input type="checkbox"/> San Francisco History | 17-18 |
| <input type="checkbox"/> International Languages | <input type="checkbox"/> Children's Center | 19-20 |
| <input type="checkbox"/> Teen Center | <input type="checkbox"/> Other (Please | 21-22 |
| | | 23-25 |

S. While at the library, what else did you do? (Please check ALL that apply)

- | | | |
|---|--|-------|
| <input type="checkbox"/> Used the library's catalog | <input type="checkbox"/> Studied my own material | |
| <input type="checkbox"/> Used library online databases | <input type="checkbox"/> Attended a meeting or library program | 26-27 |
| <input type="checkbox"/> Used Internet resources | <input type="checkbox"/> Used a copy machine | 28-29 |
| <input type="checkbox"/> Used Internet e-mail | <input type="checkbox"/> Visited the Friends gift store | 30-31 |
| <input type="checkbox"/> Asked a question at a service desk | <input type="checkbox"/> Visited the café | 32-33 |
| <input type="checkbox"/> Requested an item from a closed area | <input type="checkbox"/> Visited staff offices | 34-35 |
| <input type="checkbox"/> Met friends | <input type="checkbox"/> Other (Please specify) _____ | 36-37 |
| | | 38-40 |

T. Did you visit any of the following service desks, and did you wait? (Please check the appropriate response)

| | Visited? | | Did you wait for service? | | | |
|-------------------------|--------------------------|--------------------------|---------------------------|--------------------------|--------------------------|-------|
| | Yes | No | No Wait | Less than 5 min. | More than 5 | |
| Return desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 42-43 |
| Check out desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 44-45 |
| Information desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 46-47 |
| Paging Desk | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 48-49 |
| First Stop | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 50-51 |
| Audio Visual | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 52-53 |
| Magazines & Newspapers | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 54-55 |
| Govt. Information | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 56-57 |
| International Languages | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 58-59 |
| Teen Center | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 60-61 |
| General Collections | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 62-63 |
| Business & Technology | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 64-65 |
| Art & Music | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 66-67 |
| San Francisco History | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | <input type="checkbox"/> | 68-69 |

U. How satisfied are you with these specific library services? (Please circle the appropriate response)

| | Very Satisfied | Satisfied | Somewhat Satisfied | Unsatisfied | Very Unsatisfied | No Opinion | |
|--|----------------|-----------|--------------------|-------------|------------------|------------|----|
| Availability of items to check out | 5 | 4 | 3 | 2 | 1 | 0 | 70 |
| Arrangement of collections (ease of use) | 5 | 4 | 3 | 2 | 1 | 0 | 71 |
| Convenience of hours | 5 | 4 | 3 | 2 | 1 | 0 | 72 |
| Accessibility of materials on open shelves | 5 | 4 | 3 | 2 | 1 | 0 | 73 |
| Availability of reference materials | 5 | 4 | 3 | 2 | 1 | 0 | 74 |
| Availability of Internet access | 5 | 4 | 3 | 2 | 1 | 0 | 75 |
| Availability of staff to help you | 5 | 4 | 3 | 2 | 1 | 0 | 76 |
| Helpfulness of staff | 5 | 4 | 3 | 2 | 1 | 0 | 77 |
| Library services, overall | 5 | 4 | 3 | 2 | 1 | 0 | 78 |

V. How satisfied are you with these specific building features? (Please circle the appropriate response)

| | Very Satisfied | Satisfied | Somewhat Satisfied | Unsatisfied | Very Unsatisfied | No Opinion | |
|--------------------------------------|----------------|-----------|--------------------|-------------|------------------|------------|----|
| Comfort of reader seats | 5 | 4 | 3 | 2 | 1 | 0 | 79 |
| Comfort of lounge seats | 5 | 4 | 3 | 2 | 1 | 0 | 80 |
| Proper functioning of copy machines | 5 | 4 | 3 | 2 | 1 | 0 | 81 |
| Availability of copy machines | 5 | 4 | 3 | 2 | 1 | 0 | 82 |
| Availability of elevators | 5 | 4 | 3 | 2 | 1 | 0 | 83 |
| Availability of signs | 5 | 4 | 3 | 2 | 1 | 0 | 84 |
| Helpfulness of signs | 5 | 4 | 3 | 2 | 1 | 0 | 85 |
| Access to library catalog terminals | 5 | 4 | 3 | 2 | 1 | 0 | 86 |
| Access to library Internet terminals | 5 | 4 | 3 | 2 | 1 | 0 | 87 |
| Cleanliness of building | 5 | 4 | 3 | 2 | 1 | 0 | 88 |
| Cleanliness of equipment | 5 | 4 | 3 | 2 | 1 | 0 | 89 |
| Lighting at reader seats | 5 | 4 | 3 | 2 | 1 | 0 | 90 |
| Lighting in building | 5 | 4 | 3 | 2 | 1 | 0 | 91 |
| Heating/cooling | 5 | 4 | 3 | 2 | 1 | 0 | 92 |
| Ventilation | 5 | 4 | 3 | 2 | 1 | 0 | 93 |
| Safety in the building | 5 | 4 | 3 | 2 | 1 | 0 | 94 |
| Quietness | 5 | 4 | 3 | 2 | 1 | 0 | 95 |
| Cleanliness of restrooms | 5 | 4 | 3 | 2 | 1 | 0 | 96 |
| Availability of restrooms | 5 | 4 | 3 | 2 | 1 | 0 | 97 |
| Proper functioning of restrooms | 5 | 4 | 3 | 2 | 1 | 0 | 98 |
| Building, overall | 5 | 4 | 3 | 2 | 1 | 0 | 99 |

W. When you use the library, is it easy to find: (Please check the appropriate response)

| | Very Easy | Easy | Somewhat Easy | Difficult | Very Difficult | No Opinion | |
|--------------------------|-----------|------|---------------|-----------|----------------|------------|-----|
| A specific book or item | 5 | 4 | 3 | 2 | 1 | 0 | 100 |
| A specific location | 5 | 4 | 3 | 2 | 1 | 0 | 101 |
| A specific program/event | 5 | 4 | 3 | 2 | 1 | 0 | 102 |

X. Have you ever been confused while using library services? YES NO

If YES, what action did you take? (Please check ALL that apply)

- Asked staff for assistance Used signs to find your way 103-104
- Found your own way Used a Main Library map 105-106
- Other (Please specify) _____ 107-108

Y. When you look for specific material in the library catalog, do you check by: (Please check ALL that apply)

- Author, musician or producer Subject/Keyword Title 109-111

Z. Please tell us about yourself:

What is your gender?

- Male
- Female

How old are you?

- Under 18
- 18-34
- 35-54
- 55-64
- 65 or older

What is your ethnicity?

- African American
- Asian American
- Caucasian
- Latino
- Native American
- Other

What is your level of education?

- Grade school
- High School
- College
- Post Graduate

112-114

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San Francisco Post Occupancy Study

Ripley Architects

Staff Post Occupancy Survey Analysis Summary of Results

June 20, 1999

| | | | |
|-------------------|----------------|---------|--------------|
| Post-It™ Fax Note | 7671 | Date | # of pages ▶ |
| To | Cynthia Ripley | From | E. Mason |
| Co./Dept. | | Cc. | |
| Phone # | | Phone # | |
| Fax # | 415.512.1992 | Fax # | 470.259.6095 |

San Francisco Public Library
Post Occupancy Survey Analysis

As part of the fact-finding associated with the Post Occupancy study of the San Francisco Public Library, the consultants surveyed San Francisco Main Library staff regarding their experiences with the Main Library. The following is a report of the findings of that survey. The results show the staff have more than moderate dissatisfaction with a number of critical building features, particularly infrastructure issues such as heating, lighting, etc. They also demonstrated dissatisfaction with collection-related features, in particular the means and methods of accommodating the collection.

Staff were dissatisfied in significant percentages with basic features of their work areas including comfort, wiring; and they were also dissatisfied with their service work areas in terms of noise, wiring and adequacy. The staff-only spaces, in particular the staff restrooms and the staff breakroom were subject to high levels of dissatisfaction and there were numerous comments regarding shortcomings in these building features.

There are approximately 500 staff who work in the Main Library, all were asked to fill out surveys. A total of 293 surveys were returned. Thirteen surveys were not used since they did not contain a name or office location.

Table 1
Results by Staff Titles

| Staff Title | N | % |
|------------------|-----|-------|
| Librarians | 49 | 17.5% |
| LTA Positions | 42 | 15% |
| Pages | 58 | 20.7% |
| Analysts | 4 | 1.45% |
| Other job titles | 109 | 38.9% |
| No title given | 18 | 6.4% |
| Total | 280 | 100% |

The survey responses are reported for the entire staff and also by floor, since the consultants were interested in how staff viewed their public service and staff work locations on each floor. Custodial and security staff were included in the counts for staff on the Main floor.

Staff surveys were received from the following areas of the library:

Table 2
Number of Surveys Received

| Location | N | % |
|--------------|-----|-------|
| Lower Level | 32 | 11.4% |
| Main Floor | 106 | 37.8% |
| Second Floor | 32 | 11.4% |
| Third Floor | 25 | 8.9% |
| Fourth Floor | 30 | 10.7% |
| Fifth Floor | 19 | 6.7% |
| Sixth Floor | 36 | 12.8% |
| Total | 280 | 100% |

Section One: Whole Building Features

The survey data are reported in three sections. Section One asked staff to rate 21 different building features. Section focused on work and service area issues and section three asked specific questions about comfort, wiring, etc. of the service and work areas.

The results from the analysis from Section One are given below. Staff were asked to rate building features/spaces of the Main Library on a five-point scale. "1" represented very satisfied and "5" represented extremely unsatisfied.

The following table shows the five top ranking building features in terms of staff satisfaction. Staff were most satisfied with auxiliary library service spaces, the gallery and auditorium.

Table 3
All Staff Responses
Highest Satisfaction

| | |
|------------------|------|
| Exhibit Gallery | 1.88 |
| Koret Auditorium | 1.92 |
| Conference Rooms | 2.27 |
| Reader Seats | 2.28 |
| Gift Store | 2.35 |

Table 4
Building Elements
Highest Satisfaction Rankings
All Respondents and by Floor

| | All | LL | Main | 2 nd | 3 rd | 4 th | 5 th | 6 th |
|------------------|------|------|------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Rank | Rank | Rank | Rank | Rank | Rank | Rank | Rank |
| Exhibit Gallery | 1 | 4 | 1 | 2 | 1 | 2 | 2 | 2 |
| Koret Auditorium | 2 | 5 | 2 | 4 | 2 | 1 | 1 | 1 |
| Conference Rooms | 3 | 2 | 5 | 5 | 5 | - | 4 | 4 |
| Reader Seats | 4 | 1 | - | - | - | 5 | 3 | 3 |
| Gift Store | 5 | - | - | 1 | 4 | 3 | - | - |
| Atrium | | | | 3 | | | 5 | |
| Café | | | | | | | | 4 |
| Public Elevator | | | 3 | | 3 | 4 | | 5 |
| Mail Room | | | 4 | | | | | |
| Display Spaces | | 3 | | | | | | |

The chart shows that staff ranked features differently based on their floor location. For instance staff on upper floors were more likely to be satisfied with the atrium than those on the main and lower floors.

Mean Scores Reported by Floor

Table 5
Highest Satisfaction Mean Scores
All Staff Responses

| Lower Level | M | Main | M |
|--------------|------|--------------|------|
| Read Seats | 1.78 | Exhibit Gall | 1.89 |
| Conf Rooms | 1.88 | Koret Audit | 2.05 |
| Displays | 1.93 | Pub Elevator | 2.37 |
| Exhibit Gall | 1.93 | Mailroom | 2.45 |
| Koret Aud | 2.08 | Conf Rooms | 2.49 |

| 2 nd Floor | M | 3 rd Floor | M |
|-----------------------|------|-----------------------|------|
| Gift Store | 1.93 | Exhibit Gall | 1.62 |
| Exhibit Gall | 1.96 | Koret | 1.68 |
| Atrium | 2.07 | Pub Elev | 1.96 |
| Koret Audit | 2.09 | Gift Store | 2.05 |
| Conf Rooms | 2.24 | Conf Rooms | 2.19 |

| 4 th Floor | M | 5 th Floor | M |
|-----------------------|------|-----------------------|------|
| Koret Audit | 1.87 | Koret Audit | 1.40 |
| Exhibit Gall | 1.95 | Exhibit Gall | 1.73 |
| Gift Store | 2.00 | Read Seats | 2.16 |
| Pub Elev | 2.04 | Conf Rooms | 2.22 |
| Read Seats | 2.08 | Pub Elev | 2.22 |

| 6 th Floor | M |
|-----------------------|------|
| Koret | 1.83 |
| Exhibit Gall | 1.97 |
| Read Seats | 2.13 |
| Café | 2.2 |
| Displays | 2.25 |

Dissatisfaction

The following chart shows the services the staff are most dissatisfied with. Signage ranked at the bottom in terms of satisfaction but staff also expressed dissatisfaction with a number of collection-related elements including compact shelving, book trucks and the book stacks.

Table 6
All Staff Responses
Lowest Satisfaction
Mean Scores

| | |
|-----------------------|------|
| Signage | 3.65 |
| Stacks | 3.64 |
| Compact Shelving | 3.58 |
| Heat/Air/Ventilation | 3.56 |
| Book Trucks | 3.45 |
| Windows | 3.42 |
| Public Address System | 3.18 |
| Freight Elevator | 3.15 |
| Wiring | 3.10 |
| Atrium | 2.88 |

The results shows that most of the building elements staff were most dissatisfied with fall into two categories: 1) basic building elements including wiring, the freight elevator, windows and heating, air and ventilation, and 2) building collection features which include the book trucks, compact shelving and book stacks.

Dissatisfaction with Services by Floor

The results by floor show staff on the different floors expressed their dissatisfaction with many of the building features related to collections. These include the book stacks, compact shelving in particular. Other elements of more than moderate dissatisfaction are building design features which include windows, heating and air, wiring and the freight elevators. Signage also ranked high in dissatisfaction with the staff on most of the floors. 21 through 17 are the lowest ranks of the 21 items.

Table 7
Lowest Satisfaction Rankings
By Floor

| | All | LL | Main | 2 nd | 3 rd | 4 th | 5 th | 6 th |
|------------------|--------|------|--------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Rank | Rank | Rank | Rank | Rank | Rank | Rank | Rank |
| Signage | 21 | 18 | - | 19 | 18 | 21 | | 21 |
| Book Stacks | 20 | 17 | 17 tie | 17 | 21 | 19 | | 18 |
| HVAC | 19 tie | 20 | 21 | 21 | | | 19 | |
| Compact Shelving | 18 tie | | 17 tie | | 19 | 20 | 20 | 19 |
| Book Trucks | 17 | 4 | 19 | | 20 | | 21 | 17 |
| Windows | | 19 | 20 | 18 | 17 | 18 | | |
| Freight Elevator | | 21 | | | | | 18 | 20 |
| Wiring | | | 18 | 20 | | | | |
| Atrium | | | | | | 17 | 17 | |

Table 8
 Lowest Satisfaction Mean Scores
 All Staff Responses

| Lower | | Main | | 2 nd Floor | |
|------------|------|---------------|------|-----------------------|------|
| Stacks | 3.10 | Compact Shelv | 3.73 | Stacks | 3.27 |
| Signage | 3.12 | Wiring | 3.77 | Windows | 3.32 |
| Windows | 3.17 | Bk Trucks | 3.88 | Signage | 3.41 |
| HVAC | 3.26 | Windows | 4.00 | Wiring | 3.42 |
| Fre Elevat | 3.41 | HVAC | 4.05 | HVAC | 3.74 |

| 3 rd Floor | | 4 th Floor | |
|-----------------------|------|-----------------------|------|
| Windows | 3.38 | Atrium | 3.32 |
| Signage | 3.85 | Windows | 3.34 |
| Compact Shelv | 4.32 | Stacks | 3.76 |
| Bk Trucks | 4.33 | Compact Shelv | 3.88 |
| Stacks | 4.46 | Signage | 4.23 |

| 5 th Floor | | 6 th Floor | |
|-----------------------|------|-----------------------|------|
| Fre Elevator | 3.35 | Bk Trucks | 3.00 |
| HVAC | 3.37 | Stacks | 3.07 |
| Compact Shelv | 3.78 | Compact Shelv | 3.12 |
| Signage | 4.00 | Fre Elevator | 3.20 |
| Stacks | 4.16 | Signage | 3.67 |

Section Two: Work Area Satisfaction

Staff were asked to rate their satisfaction with 17 items related to their work areas or service desk environment. A 5-point satisfaction scale was again used to assess these elements, with "1" being very satisfied and "5" being very unsatisfied.

Table 9
Work and Service Area Elements
All Respondents
Highest Satisfaction Mean Scores

| Element | Mean |
|-------------------------|------|
| Work Chair | 2.49 |
| Furniture Quality | 2.62 |
| Staff Restroom Lighting | 2.63 |
| Task Lighting | 2.63 |

Table 10
Work and Service Area Elements
Rank by Floors

| | All | LL | Main | 2 nd | 3 rd | 4 th | 5 th | 6 th |
|----------------------|------|------|------|-----------------|-----------------|-----------------|-----------------|-----------------|
| | Rank | Rank | Rank | Rank | Rank | Rank | Rank | Rank |
| Work Chair | 1 | 1 | 1 | | 2 | | 2 | 5 |
| Furniture Quality | 2 | | 4 | | | 2 | 1 | |
| Staff Restroom Light | 3 | | | | 4 | 1 | 4 | 4 |
| Task Lighting | 4 | 4 | 3 | 3 | | 5 | | |
| Service Area Chair | 10 | 2 | | 1 | | | | 1 |
| Workspace Doors | 13 | 3 | 2 | | | | | |
| Service Area Light | 11 | 5 | | 5 | | | | |
| Furniture Arrange | 6 | | 5 | 4 | | | 3 | |
| Support Area | 8 | | | 2 | 5 | | | |
| Electrical Connect | 7 | | | | 1 | | | |
| Computer Connect | 9 | | | | 3 | 3 | 5 | 2 |
| Work Area Carpet | 14 | | | | | 4 | | |
| Environment | 12 | | | | | | | 3 |

The mean scores by floor show that there is less agreement between the staff on different floors related to these elements.

Staff were more dissatisfied with doors and carpets in their work areas and carpets in the public areas, but did not rate work area doors as negatively. They were most dissatisfied with both the quality and number of staff restrooms. Adequacy and ventilation of the staff restrooms earned the highest negative ratings overall.

Table 11
All Respondents
Lowest Satisfaction Mean Scores

| | |
|-------------------------|------|
| Service Area Doors | 3.00 |
| Work Area Carpet | 3.05 |
| Public Area Carpet | 3.19 |
| Adequacy Staff Restroom | 3.46 |
| Vent Staff Restroom | 3.60 |

Compact Book Storage Capabilities

There were 132 responses from staff regarding the adequacy of compact shelving in their departments. Analyzed by floor, the 3rd floor staff were most dissatisfied with 72% indicating dissatisfaction followed by the 5th floor with 57.9% of the staff dissatisfied, and the 4th floor with 53.3% of the staff dissatisfied.

Table 12
Adequacy of Compact Book Storage Facility
All Respondents

| | Yes # | Yes % | No # | No % |
|-------------------------------|-------|-------|------|-------|
| Adequacy of Compact Shelving? | 42 | 15% | 90 | 32.1% |

Section Three

In Section Three, staff were asked if certain building conditions such as lighting, the availability of storage, or noise had an adverse impact on their work. As in the other sections, staff were asked to rate elements on a 5-point scale with "1" being very productive and "5" representing very distracting.

Table 13
Mean Scores Results
Productivity
All Respondents

| | Mean |
|--------------------------|------|
| Glare | 3.26 |
| Quiet Service Area | 3.09 |
| Indirect Lighting | 2.87 |
| Storage Adequacy | 2.82 |
| Quiet Workstation | 2.66 |
| Access to Conference Rms | 2.58 |

Glare was the most negative factor for staff followed by noise in their work area.

Section Four

Staff were asked to assess in terms of yes and no answers whether certain features of their work environment were satisfactory. Staff were also asked to comment on these areas. The results are given in the table below. Responses do not total to 100% due to multiple and no responses.

Table 14
Workstation Size
All Respondents

| | Yes # | Yes % | No # | No % |
|----------------------------------|-------|-------|------|-------|
| Is your work space large enough? | 189 | 67.5% | 78 | 27.9% |

There were 93 verbatim responses to the question as to whether the work space was large enough. The greatest number of comments came from staff on the Main floor (46). Overall, the most frequent comment was that space was "too small." When a reason was given, it was most likely to be that books could not be processed, sorted or handled in the area; or the space was too small to hold equipment/supplies associated with the work; or there were too many staff sharing space; and there was not enough shelf/file storage space. Custodians noted that supply rooms were too small for supplies.

Table 15
Adequacy of Wiring
All Respondents

| | Yes # | Yes % | No # | No % |
|--|-------|-------|------|-------|
| Are work area wiring and plugs sufficient? | 189 | 67.5% | 62 | 22.1% |

There were 63 verbatim comments from staff about wiring and plugs in their work areas. The most frequent comment was about the adequacy of phone, data and electrical outlets. Staff also felt plug locations were in difficult areas and that wire management was an issue in a number of cases.

Table 16
Workstation Comfort

computers/terminals at this desk. A number of ergonomic-related concerns and issues were noted by staff.

Table 17
Service Desks Ability to Accommodate Computers
All Respondents

Section Four

Staff were asked to assess in terms of yes and no answers whether certain features of their work environment were satisfactory. Staff were also asked to comment on these areas. The results are given in the table below. Responses do not total to 100% due to multiple and no responses.

Table 14
Workstation Size
All Respondents

| | Yes # | Yes % | No # | No % |
|----------------------------------|-------|-------|------|-------|
| Is your work space large enough? | 189 | 67.5% | 78 | 27.9% |

There were 83 verbatim responses to the question as to whether the work space was large enough. The greatest number of comments came from staff on the Main floor (46). Overall, the most frequent comment was that space was "too small." When a reason was given, it was most likely to be that books could not be processed, sorted or handled in the area; or the space was too small to hold equipment/supplies associated with the work; or there were too many staff sharing space; and there was not enough shelf/file storage space. Custodians noted that supply rooms were too small for supplies.

Table 15
Adequacy of Wiring
All Respondents

| | Yes # | Yes % | No # | No % |
|--|-------|-------|------|-------|
| Are work area wiring and plugs sufficient? | 189 | 67.5% | 62 | 22.1% |

There were 63 verbatim comments from staff about wiring and plugs in their work areas. The most frequent comment was about the adequacy of phone, data and electrical outlets. Staff also felt plug locations were in difficult areas and that wire management was an issue in a number of cases.

Table 16
Workstation Comfort

computers/terminals at this desk. A number of ergonomic-related concerns and issues were noted by staff.

Table 17
Service Desks Ability to Accommodate Computers
All Respondents

| | Yes # | Yes % | No # | No % |
|---|-------|-------|------|-------|
| Does your Service Desk accommodate computers? | 129 | 46.1% | 78 | 27.9% |

Many staff said the desks were too small to accommodate the computer equipment, that wires were handled very poorly, and printers were not accommodated well. Staff are not able to swivel the terminals to work with the public. Floor three staff mentioned glare as a problem in particular. Others found the keyboard trays inadequate and others do not have adequate number of plugs and/or outlets.

Table 18
Service Desk Wiring
All Respondents

| | Yes # | Yes % | No # | No % |
|------------------------------------|-------|-------|------|-------|
| Are the wiring and plugs adequate? | 138 | 49.3% | 67 | 23.9% |

The chief concern of the staff is that wire management is very poor and leaves wires exposed, tangled. The other chief complaint is about insufficiency of plugs for computing and electricity. It appears that electrical outlets are overloaded in certain areas and therefore cannot accommodate all the electrical needs simultaneously.

Table 18
Breakroom
All Respondents

| | Yes# | Yes % | No # | No % |
|---------------------------------------|------|-------|------|-------|
| Are you satisfied with the breakroom? | 140 | 50% | 111 | 39.6% |

Twenty-nine staff (10.4%) did not answer this question. This question resulted in a large number of verbatim comments (112) from staff. Most staff referred to the 6th floor breakroom. Some staff on Main floor use a small space in the dugout behind Technical Services. This room was called small, cold, dark and ugly and staff said they used it because the 6th floor breakroom is "too far away." Staff found fault with the vending equipment (always empty), Inoperable stove and over, inadequate microwave equipment, inoperable windows, uncomfortable furniture, and unfriendly atmosphere. Some staff on the Lower Level, Main and

staff on the Lower Level did not appear to be aware of the existence of the breakroom.

When asked if there were water leaks, 65 (23.2%) of the staff said yes, 178 of the staff (63.6%) said no.

Appendix

Appendix Table 1
Total Mean Scores
Building Features
All Respondents

| <i>Element</i> | <i>Mean</i> |
|------------------|-------------|
| Stacks | 3.64 |
| Book Trucks | 3.45 |
| Reader Seats | 2.28 |
| Lounge Seats | 2.71 |
| Conference Rooms | 2.27 |
| Display Areas | 2.28 |

| | |
|-------------------|------|
| Public Address | 3.18 |
| Signage | 3.65 |
| Compact Shelving | 3.56 |
| HVAC | 3.56 |
| Windows | 3.42 |
| Wiring | 3.10 |
| Mailroom | 2.44 |
| Pub Elevators | 2.42 |
| Freight Elevators | 3.15 |
| Copier Room | 2.69 |
| Koret Auditorium | 1.92 |
| Exhibit Gallery | 1.88 |
| Atrium | 2.88 |
| Café | 2.73 |
| Gift Store | 2.35 |

Appendix Table 2
Total Means Scores
Work and Service Results by Floor

| Building | Total | 1 st | Main | 2 nd | 3 rd | 4 th | 5 th | 6 th |
|----------------|-------|-----------------|------|-----------------|-----------------|-----------------|-----------------|-----------------|
| cks | 3.64 | 3.10 | 3.73 | 3.27 | 4.46 | 3.76 | 4.16 | 3.07 |
| ck Trucks | 3.45 | 3.03 | 3.88 | 2.64 | 4.33 | 3.13 | 3.06 | 3.00 |
| der Seats | 2.28 | 1.78 | 2.51 | 2.35 | 2.57 | 2.08 | 2.16 | 2.13 |
| nge Seats | 2.71 | 2.33 | 3.03 | 2.68 | 2.79 | 2.35 | 2.56 | 2.62 |
| erence Rooms | 2.27 | 1.88 | 2.49 | 2.24 | 2.19 | 2.18 | 2.22 | 2.28 |
| lay Areas | 2.38 | 1.93 | 2.51 | 2.65 | 2.45 | 2.17 | 2.44 | 2.25 |
| ic Address | 3.18 | 3.00 | 3.40 | 2.91 | 3.36 | 3.22 | 2.94 | 2.94 |
| age | 3.65 | 3.12 | 3.63 | 3.41 | 3.85 | 4.23 | 4.00 | 3.67 |
| mpact Shelving | 3.56 | 2.71 | 3.73 | 2.89 | 4.32 | 3.88 | 3.78 | 3.12 |
| 1C | 3.56 | 3.26 | 4.05 | 3.74 | 3.36 | 3.20 | 3.37 | 2.75 |
| ows | 3.42 | 3.17 | 4.00 | 3.32 | 3.38 | 3.34 | 3.05 | 2.60 |
| ng | 3.10 | 2.76 | 3.77 | 3.42 | 2.67 | 2.56 | 2.72 | 2.31 |
| room | 2.44 | 2.13 | 2.45 | 2.73 | 2.47 | 2.32 | 2.50 | 2.52 |
| ic Elevator | 2.42 | 2.75 | 2.37 | 3.04 | 1.96 | 2.04 | 2.22 | 2.46 |
| ght Elevator | 3.15 | 3.41 | 3.20 | 2.88 | 2.85 | 3.00 | 3.35 | 3.20 |
| er Room | 2.69 | 2.68 | 2.64 | 2.91 | 2.22 | 3.05 | 2.61 | 2.82 |
| it Auditorium | 1.92 | 2.08 | 2.05 | 2.09 | 1.68 | 1.87 | 1.40 | 1.83 |
| bit Gallery | 1.88 | 1.93 | 1.89 | 1.96 | 1.62 | 1.95 | 1.73 | 1.97 |
| am | 2.88 | 2.58 | 3.06 | 2.07 | 3.29 | 3.32 | 3.22 | 2.50 |
| s | 2.73 | 2.84 | 2.95 | 2.63 | 2.59 | 2.61 | 3.00 | 2.20 |
| Store | 2.35 | 2.35 | 2.56 | 1.93 | 2.05 | 2.00 | 2.57 | 2.53 |

Appendix Table 3
 Total Mean Scores
 Work and Service Area Features
 All Respondents

| Element | Mean |
|-----------------------------|------|
| Work Area Chair | 2.49 |
| Furniture Quality | 2.62 |
| Staff Restroom Lighting | 2.63 |
| Workspace Doors | 2.67 |
| Task Lighting | 2.67 |
| Arrangement of Furniture | 2.72 |
| Electrical Connections | 2.76 |
| Support Areas | 2.78 |
| Computer Connections | 2.78 |
| Service Area Chair | 2.78 |
| Service Area Lighting | 2.78 |
| Environment | 2.88 |
| Service Doors | 3.00 |
| Work Area Carpet | 3.05 |
| Public Area Carpet | 3.19 |
| Adequacy Staff Restrooms | 3.46 |
| Ventilation Staff Restrooms | 3.60 |

Appendix Table 4
 Total Mean Scores
 Work and Service
 Results by Floor

| | All | Lower | Main | 2 nd | 3 rd | 4 th | 5 th | 6 th |
|-----------------------|------|-------|------|-----------------|-----------------|-----------------|-----------------|-----------------|
| Furn. Arrangement | 2.72 | 2.67 | 2.96 | 2.72 | 2.58 | 2.55 | 2.26 | 2.57 |
| Furniture Quality | 2.62 | 2.42 | 2.96 | 2.97 | 2.36 | 2.14 | 2.16 | 2.36 |
| Support Areas | 2.78 | 2.90 | 3.04 | 2.59 | 2.21 | 2.46 | 2.68 | 2.83 |
| Environment | 2.88 | 2.85 | 3.18 | 2.97 | 2.92 | 2.60 | 2.75 | 2.25 |
| Electrical Connect | 2.76 | 2.61 | 3.20 | 3.19 | 2.00 | 2.32 | 2.47 | 2.38 |
| Computer Connect | 2.78 | 2.89 | 3.17 | 3.39 | 2.09 | 2.29 | 2.39 | 2.20 |
| Work Area Chair | 2.49 | 2.12 | 2.61 | 3.16 | 2.08 | 2.45 | 2.25 | 2.28 |
| Service Area Chair | 2.78 | 2.15 | 3.07 | 2.53 | 2.67 | 3.25 | 2.59 | 2.00 |
| Work Area Carpet | 3.05 | 2.89 | 3.44 | 3.35 | 2.91 | 2.31 | 3.11 | 2.44 |
| Public Service Carpet | 3.19 | 2.97 | 3.43 | 3.34 | 4.00 | 2.67 | 3.12 | 2.53 |
| Task Lighting | 2.67 | 2.29 | 2.89 | 2.66 | 2.76 | 2.37 | 2.79 | 2.47 |
| Service Lighting | 2.78 | 2.31 | 3.08 | 2.75 | 2.77 | 2.42 | 2.72 | 2.83 |
| Adequacy Staff Rest | 3.46 | 2.83 | 3.98 | 4.06 | 3.38 | 2.80 | 2.89 | 2.86 |
| Vent Staff Restrooms | 3.60 | 2.90 | 3.87 | 4.57 | 4.08 | 3.27 | 3.05 | 2.78 |
| Lighting Restrooms | 2.63 | 2.41 | 3.08 | 2.93 | 2.17 | 2.00 | 2.26 | 2.26 |
| Service Area Doors | 3.00 | 2.44 | 3.16 | 3.00 | 2.87 | 2.96 | 3.11 | 3.13 |
| Workspace Doors | 2.67 | 2.25 | 2.86 | 3.08 | 2.40 | 2.55 | 2.50 | 2.57 |

Appendix Table 5
Total Mean Scores
Work and Service Area Elements
Results by Floor

| Lower Level | Mean |
|-----------------|------|
| Work Chair | 2.12 |
| Service Chair | 2.15 |
| Workspace Doors | 2.25 |
| Task Light | 2.29 |
| Service Light | 2.31 |

| Main | | 2 nd Floor | |
|-------------------|------|-----------------------|------|
| Work Chair | 2.61 | Service Chair | 2.53 |
| Workspace Doors | 2.86 | Support Areas | 2.59 |
| Task lighting | 2.89 | Task Light | 2.66 |
| Arrangement | 2.98 | Arrangement | 2.72 |
| Furniture Quality | 2.96 | Service Light | 2.75 |

| 3 rd Floor | | 4 th Floor | |
|--------------------------|------|-----------------------|------|
| Elect Connections | 2.00 | Lighting Staff Rest | 2.00 |
| Work Chair | 2.08 | Furniture Quality | 2.14 |
| Computer Connections | 2.09 | Computer Connections | 2.29 |
| Lighting Staff Restrooms | 2.17 | Work Carpet | 2.31 |
| Support Areas | 2.21 | Electric Connections | 2.32 |

| 5 th Floor | | 6 th Floor | |
|-----------------------|------|-----------------------|------|
| Furniture Quality | 2.16 | Service Chair | 2.00 |
| Work Chair | 2.25 | Computer Connections | 2.20 |
| Arrangement | 2.26 | Environment | 2.25 |
| Lighting Staff Rest | 2.26 | Lighting Staff Rest | 2.26 |
| Comp Connections | 2.39 | Work Chair | 2.28 |



Section Four: Survey Instruments and Analysis



Section Five: Credits and Sources









